



Making a **complaint**



Who we can help

We know it can be frustrating and disappointing if our service isn't as good as it should be. We always try to do our best for you, but if things do go wrong, it's important that you let us know so we can put it right quickly and smoothly.

How you can complain

You can log your complaint in the following ways:

By telephone: 02920 100 346

This is the most effective way as we'll aim to resolve your complaint there and then.

Send us a contact form:

metropolitanlocal.co.uk/contact-us/

Chat to us live online

metropolitan-uk.co.uk

By post:

Metropolitan, Driscoll 2, Ellen Street, Cardiff, CF10 4BP

We're here to help



However you contact us, we'll aim to resolve all complaints within 10 working days.



If English isn't your first language, we'll always look for options to help the communication between us. This may mean it takes a little longer to resolve your questions.

Our responsibilities

If you're unhappy with our service, we promise:

- ▶ We'll get back to you within 10 working days
- ▶ We'll pause any steps we're taking to recover an outstanding balance, if your complaint is regarding our billing
- ▶ We'll use any feedback to try and improve our service
We'll thoroughly investigate your complaint to determine what's happened
- ▶ We'll identify what the problem is and what caused it
- ▶ We'll find out how we can resolve the problem
- ▶ We'll determine if there's any action we could take to prevent the problem happening again
- ▶ We'll let you know if any Guaranteed Standards of Service or compensation payment is due
- ▶ We'll say sorry if we made a mistake and explain what went wrong
- ▶ If your complaint was caused by a company policy, we'll explain it to you
- ▶ We'll let you know how to escalate your concerns if you're not satisfied with how we've dealt with your complaint

Our **complaints** process

1

Please tell us quickly if you're unhappy with our service. We aim to respond within 10 working days. If your complaint needs more investigation, it might take longer. We'll try to minimise the problem and keep you updated.

2

If we can't solve your complaint, we'll escalate it. You can ask for a manager anytime if our advisor can't help or hasn't offered to. We'll explain our final decision if we can't settle it. Sometimes, we send a "deadlock" letter, meaning we've done all we can. You can also ask our team for this letter.

3

If you've completed the first two steps and are still unhappy, and we've sent a deadlock letter or it's been eight weeks since your complaint, you can take your complaint to the Energy Ombudsman for free. However, the Ombudsman only handles cases not resolved through our process.

The Energy Ombudsman

If you're not satisfied with how we've dealt with your complaint, you can contact the Energy Ombudsman, a free and independent agency that can help.

By telephone: 0330 440 1624

Email: enquiry@energyombudsman.org

Website: www.energyombudsman.org

In writing: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

Staying in touch

- ▶ **By telephone** 02920 100346
- ▶ Send us a **contact form** at metropolitan-uk.co.uk/contact-us
- ▶ **By letter** at Metropolitan, Driscoll 2, Ellen Street, Cardiff, CF10 4BP

Our team are here Monday to Friday 8am–8pm, Saturday 9am to 1pm. You can use the same number 24/7 for emergencies. We'll always get back to you as quickly as possible.

