

# Complaint Handling Policy

At SA Utilities Ltd, we pride ourselves on customer excellence, in the unlikely event you have a complaint, it is essential you contact us immediately so that we can put things right and continue to improve our service to you. We aim to resolve any issues you may have experienced by remedying this in 4 simple steps.

Below are the steps which we follow to address and resolve a complaint:

## 1. Making contact

Please contact us via one of the channels below, ensuring you include your phone number, business name, address, your name and a detailed outline of your complaint.

Telephone: +44 20 7097 9286

Email: [Info@sautilitiesltd.com](mailto:Info@sautilitiesltd.com)

Post: 78 The Crescent, New Malden, England, KT3 3LH

## 2. Acknowledgment

Once we receive your complaint, we will log this and assign your case to one of our dedicated complaints handlers. They will contact you to confirm receipt and an acknowledgement letter will also be posted to you. We aim to resolve all disputes within 7 working days. In some cases, we may need to liaise with a third party, namely the supplier the contract was agreed with in order to handle the dispute. The complaint will be dealt with in a polite manner with a view to come to an amicable resolution.

## 3. Investigations

SA Utilities Ltd endeavor to be thorough in addressing any concerns you may raise. Your complaint handler will work efficiently in the background to investigate any and all allegations and the situation which had led to your complaint. You can contact them at any given point for a progress report or to discuss any further concerns.

## **4.Outcome**

Once all checks are completed, we will contact you to send you our response having adequately addressed your concerns. Where applicable, we will also advise on any action taken should this be deemed necessary. If you disagree with the response, you can challenge this within 5 working days on the basis that you have additional new evidence for any material flaws. We will be happy to reconsider this and provide you an updated final response, should this not be the case, we will deem the first response the final response. It is our aim to avoid this situation so our primary goal is to come to a resolution you are satisfied with.

**In the event that you are dissatisfied with the final response, we will move the status to 'deadlock'. If a deadlock occurs, or in highly the unlikely occurrence that 8 weeks have passed without resolution, you can refer your dispute to the Ombudsman (Ofgem) for an independent review. You can do this via any of the channels below and can be done at any point within 12 months of deadlock/8 week quota).**

**Ofgem: <https://www.ofgem.gov.uk/>**

**Phone: 0330 440 1624**

**Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF**

**Online: <https://www.ombudsman-services.org/complain-now>**

Should you have any disputes against a member of staff or your complaints handler, rest assured you can direct this to senior management via email on [arslan@sautilitiesltd.com](mailto:arslan@sautilitiesltd.com), who will address the situation. If necessary, they will assign a new handler to you.

At every step we will treat the customer with courtesy and respect. And our service to client is free.

We will handle everything at our cost.

If you want a copy of our Complaint Handling policy this can be requested by email or post for free.

Also you can access the policy on our website and download from there.