



## **Our complaints handling procedure**

If things go wrong, we're here to help

If you ever feel like we have let you down in any way, or have not met the high standards of service we pride ourselves in, we want you to let us know.

We recognise that even we can get things wrong sometimes, so this is our commitment to you, that where possible, we will try to put it right as soon as we can.

## **Speak to us – let us know what the problem is**

It's easy to get in touch

There are a number of quick and easy ways to contact us and tell us what's wrong:

### **Give us a call**

- Our Customer Services team are available Monday – Friday between 8:30am and 5:30pm. Just give them a call on **0800 103 2769**

### **Write us an email**

- You can email us at [enquiries@fischerenergy.co.uk](mailto:enquiries@fischerenergy.co.uk) – Just make sure you include your full customer details, and Fischer Energy account number so we know who you are.

### **Send us a tweet**

- Tweet us @FischerEnergy and one of our team will be touch straight away.

### **Pop a letter in the post**

- If you'd rather write us a letter, address it to our complaints department and pop it in the post to – Fischer Energy, 16 North Mills, Leicester LE3 5DL.

### **Drop in and see us**

- Alternatively come visit us in person at our Head Office location.

## **We'll always try to respond as quickly as possible**

Once you've raised your concerns, we'll do everything we can to fix things

We always try our best to resolve any issues or concerns the first time you contact us, and aim to put things right within 24 hours of receiving a complaint.



However, if it's a more complex or complicated issue, sometimes it may take a little longer to get the outcome you require.

In these circumstances, we will stay in regular contact with you, so you know what actions we are taking and when we hope to have your concerns resolved.

The responses you can expect might include –

- An explanation of what happened and why.
- The actions we have taken to rectify the problem and stop it happening again.
- An apology from us.
- A goodwill gesture or compensation where it is appropriate.

## **If you're still unhappy with the outcome**

We will refer your complaint to one of our senior team and take another look at things

We are confident we will be able to resolve your concerns the first time you contact us, but if for any reason the outcome was not what you expected, you can ask for your complaint to be referred.

In these cases, a Customer Services Manager will contact you within 5 working days to discuss your issue further and will work closely with you to provide a resolution you are happy with.

If for any reason you are still unsatisfied after this has happened. You have a choice of what steps to take next.

- Ask us to look at the matter again.
- Request a 'final response' or 'deadlock letter' to be issued. In this letter we will document your concerns, the actions and steps we have taken in an attempt to resolve your complaint, and that we haven't been able to reach a suitable solution.

We will also provide you with details for the energy ombudsman, who you can then contact to progress your concerns further.



## The Energy Ombudsman

### How they can help you if we are unable to help

The energy ombudsman is an organisation which is independent from the energy industry, and can step in during situations where issues or complaints are unable to be resolved directly between us as your supplier, and you as the customer.

If you are not happy with our response and have requested a 'final response' or 'deadlock letter' from us, or if it's more than 8 weeks since you first contacted us with your complaint and things still haven't been resolved, then you can refer your issue to them directly.

The ombudsman service is completely free and impartial, and if they decide we should do more to resolve your complaint, and help you, we are bound by their recommendations.

However, if they decide there are actions you should take, you are not required to follow their advice.

## If you need independent advice

### The Citizen's Advice consumer service

It's easy to get independent advice about your energy supply. The Citizen's advice consumer service gives free, confidential and impartial advice. You can get in touch with them for advice at anytime during the complaints process.

Visit: [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)

Or call the Citizen's Advice consumer helpline **03454 04 05 06**  
(textphone 18001 03454 04 05 06)

## Further Information

### To help you with anything else you might need

Full details of our complaints procedure can be found on our website;

[www.fischerenergy.co.uk/faq/complaints](http://www.fischerenergy.co.uk/faq/complaints)

If for any reason you require a hard copy of the process, or maybe require a large print or braille version, please call us and we will be happy to provide you with one.

Fischer Energy publishes its complaint statistics every 3 months so that you can see how well we are doing at putting things right if they do go wrong.

Fischer's complaint procedure is governed by The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, a copy of which can be obtained from [www.OPSI.gov.uk](http://www.OPSI.gov.uk).



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