

First Choice Utilities are committed to providing excellent customer experience, and so we encourage feedback which will help us improve our service.

If you are unhappy with our service for any reason, then we would like to hear from you so we can understand why and put things right as quickly as possible.

### **How to make a complaint**

You can log a complaint by contacting our office via telephone and asking to speak to the complaints department, or by email FAO: the complaints dept., or by writing a letter to our complaints department situated at our Gateshead office - Our other office locations cannot deal with these enquiries.

Tel: 0330 133 1622

Email: [contact@firstchoice-utilities.com](mailto:contact@firstchoice-utilities.com) cc: [adminbox@firstchoice-utilities.com](mailto:adminbox@firstchoice-utilities.com)

Complaints Department  
First Choice Utilities  
Aidan House  
Gateshead  
NE8 3HU

Within your complaint, please clearly outline your issue, preferred method of communication, desired outcome, and if you have any special requirements.

## **How will First Choice Utilities deal with my complaint?**

We will handle all complaints quickly and effectively as we can, ensuring that they are dealt with fairly, in a professional, courteous manner. We are committed to excellence, but in the event we recognise a mistake, you will receive notification of our outcome along with;

The outcome of your enquiry and an explanation of how we have arrived at the decision we have made, and/or;

An apology, and/or;

An award of compensation (where appropriate), and/or;

Details of improvements we have implemented to avoid such errors from occurring.

## **Timeframe for complaints handling**

We will acknowledge receipt of your complaint usually within 5-10 business days and in most cases, will resolve your complaint within 15 business days. If we have not resolved your complaint within this timescale, we will attempt to contact you via your preferred method and advise why.

In particularly complex cases, or in the event we need to request information from an energy supplier, your complaint may take longer than usual. If we are unable to resolve your complaint within 40 business days, we will request that you allow us additional time and provide reasoning for this. Alternatively, we will send you our final response.

### **Unsatisfied with the outcome?**

If you are not happy with our response to your complaint, you can ask for this to be reviewed by addressing either an email FAO: Senior Complaints Handler, or a letter to our Senior Management Team. These communications will be picked up by our administration team and escalated to our most senior members of staff.

Email: [operations@firstchoice-utilities.com](mailto:operations@firstchoice-utilities.com) cc: [contact@firstchoice-utilities.com](mailto:contact@firstchoice-utilities.com) ;

[adminbox@firstchoice-utilities.com](mailto:adminbox@firstchoice-utilities.com)

Senior Management  
First Choice Utilities  
Aidan House,  
Gateshead,  
NE8 3HU

## **Microbusinesses**

### **Still unsatisfied?**

If we are unable to reach a mutual agreement, we will send you our absolute final response and the complaint will enter 'deadlock'. You can then seek independent advice from the Energy Ombudsman, a free and independent advice service.

The Energy Ombudsman Service,  
PO Box 966  
Warrington  
WA4 9DF  
Tel: 0330 440 1624  
Email: [enquiries@os-energy.org](mailto:enquiries@os-energy.org)