



## Town Gas Complaints Procedure

We will always aim to do our best but unfortunately there may be times when things go wrong. If you have a complaint about any part of our service we want to hear from you so that we can put things right immediately.

That's why Town Gas is a member of Which? Trusted Traders and in line with their policy, we agree to acknowledge any written complaint within 28 days, and either provide a resolution or a letter of deadlock. If we do not agree with your assessment and you wish to take the matter before the ombudsman. The scheme then allows Town Gas a further eight weeks to agree a resolution with you.

Please telephone us on: 01425 614607

Email: [enquiries@town-gas.co.uk](mailto:enquiries@town-gas.co.uk)

Or you can write to us at:

13E Queensway Industrial Estate  
New Milton  
Hampshire  
BH25 5NN

In accordance with our Complaints Procedure, Town Gas will:

- Try to resolve your complaint as soon as we receive it. Where we can't we will send you an acknowledgement of your complaint within 48 hours.
- We will work hard to resolve the problem as quickly and efficiently as possible. Where your case is complex or involves a number of issues, we may need some time to make sure that we have covered everything. We will keep you regularly informed, either by telephone or in writing, while we do so.
- Take no longer than 8 weeks to deal with even the most complicated of complaints.
- Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0117 981 2929 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>
- This is a free, independent service which can consider complaints about a range of services matters. If you wish to refer your complaint to the Dispute Resolution Ombudsman Service you must do this within six months of the date of our final response.

Consumers do not have to accept the decision made by the Financial Ombudsman and retain their rights to go to court. However, if the decision of the Financial Ombudsman is accepted then it is binding on both you and us.

## Warranties & Guarantees

Labour guarantees are not insurance backed.

Manufactures guarantees and warranties are included within some of our supplied goods, proof of purchase should be retained to enable any claims to be processed.

Please read and understand any product guarantees/warranties terms and conditions.

Thank you,

The Town Gas Team.