

## How to make a complaint

We always try to provide the best possible customer service at all times.

If there is something you are not happy with or you feel we have let you down we want to know. We take every complaint very seriously and we are committed to resolving the complaint to your satisfaction.

We also want to learn from any mistakes to help us improve and change what we do.



We want to make it as easy as possible to make a complaint, you can do this by:

### Step 1

- Phoning our Customer Relations Department on 0333 321 2010
- Emailing us at [customerservice@switch2.co.uk](mailto:customerservice@switch2.co.uk)
- Writing to us at: Switch2, The Waterfront, Salts Mill Road, Shipley, BD17 7EZ

We aim to fully resolve or agree a solution to your complaint at the first point of contact. If we cannot do this we will complete our investigations and contact you within 10 working days.

### Step 2

If you are still unhappy with the outcome of your complaint please contact our Head of Customer Service on any of the 3 contact points above. A full review of your complaint will then take place. You will be kept updated during every stage of the complaint review. This review should also be completed within 10 working days.

### Step 3

If you are not satisfied with our final decision you can of course take independent advice. Also, there is a voluntary regulation body called the Heat Trust. If your communal heating scheme is a member of this scheme you can contact them for advice at: Heat Trust, 6th Floor, 10 Dean Farrar Street, London, SW1H 0DX.