

**WIGAN WARRIORS ENERGY**POWERED BY 

WHAT IS YOUR COMPLAINTS PROCESS?

WE WANT TO MAKE LIFE EASIER FOR YOU, EVEN IF THINGS GO WRONG.

Sometimes things don't work as we expect them to. If that happens then we're sorry, we'll do our best to put things right as quickly as we can. If something does go wrong, please contact us as soon as it's convenient. Most problems get resolved straight away and we'll keep you informed while we look into your concerns. If you'd still like to make a formal complaint, this is what will happen:

STEP 1

Contact our friendly crew - who will try to put things right straight away:

- **Call:** 0800 048 0535 (free from most landlines and mobiles)
- **Online:** click on 'contact us' link at the bottom of our website www.wiganwarriorsenergy.co.uk, or the 'contact us' form when you are logged in
- **Email:** complaints@wiganwarriorsenergy.co.uk
- **Write:** Wigan Warriors Energy Complaints, Level 9 Quayside Tower, 252-260 Broad Street, Birmingham, B1 2HF.

STEP 2

We'll do our best to settle your complaint within 10 working days.

If it takes longer than this, we will tell you the likely timescale and keep you informed of our progress throughout. When we have completed our investigations, we'll explain what we've found and how we propose to put things right.

STEP 3

If you've followed steps 1 and 2 but we're still unable to reach a conclusion, our Head of Customer Relations will review your complaint and what has been proposed as a resolution.

After the Head of Customer Relations has reviewed it we'll then send a Final Response letter that explains our conclusive position.

STEP 4

We hope there won't be a need to move on any further - we really do want to put things right if they've gone wrong. But if, after following our complaints process in full, you're not satisfied with our Final Response letter or we haven't been able to resolve your complaint within 8 weeks, then you can pass your complaint over to [Ombudsman Services: Energy](#).

This is a free, impartial service for gas and electricity consumers which investigates customer complaints in a fair and unbiased way – their decision is binding on us. If you go to the [Ombudsman Services: Energy](#) before we have completed our complaints process, it is likely they will refer you and your complaint back to us. The Ombudsman can recommend various types of redress that you can either accept or reject but if you accept them, then we are obliged to comply. The types of redress include an apology, explanation, remedial action and monetary compensation in appropriate circumstances.

You can contact the Ombudsman Services: Energy by:

- **Telephone: 0330 440 1624** (textphone 0330 440 1600)
- **email: osenquiries@os-energy.org**
- **Website: www.ombudsman-services.org/energy**

You can get independent help from Citizens Advice consumer service at any stage of the complaints process. It gives you free, confidential and impartial advice on issues so you that know your rights as an energy customer. And you can make a complaint to the Ombudsman just by filling out the [Citizen's Advice complaint form](#).

Plus you can find a Know Your Rights leaflet at www.wiganwarriorsenergy.co.uk/knowyourrights it's been made in partnership with Consumer Futures in partnership with Citizens Advice/Citizens Advice Scotland. It tells you how to get independent information and advice on:

- How to make a complaint
- How to get a better deal
- Reducing your energy bills
- Your energy supply
- What to do if you're struggling to pay bills.

To find out more and to get up-to-date information, just go to www.adviceguide.org or call the **Consumer Advice helpline on 08454 04 05 06**.