

## NATIONAL GRID: Gas Distribution Complaints

Providing excellent Customer Service is vitally important to National Grid Gas Distribution. When our Customers tell us they're unhappy with any part of the service we have provided; we do our best to put it right.

Part of our commitment to helping Customers tell us when there is a problem is to make certain that we are easy to contact, we listen and act upon your feedback.

We have a dedicated and highly trained complaints team who are there to help you and they take great pride in championing you as the Customer in all that they do.

### What do I do if I have a complaint?

#### **Calling us**

Call our Customer Care Complaints Team (8am-8pm, Mon-Fri) on [REDACTED] selecting option 2 (all calls are recorded and may be monitored for training purposes).

If English is not your first language, we'll find an interpreter who can translate for you.

ALTERNATIVELY: If you have hearing problems please use our Minicom number: [REDACTED]

#### **Writing to us**

If you would like to contact us outside 8am-8pm, Mon-Fri, email [complaints@nationalgrid.com](mailto:complaints@nationalgrid.com) or send a letter to:

Customer Care Complaints Team  
National Grid  
Brick Kiln Street  
Hinckley  
Leicestershire LE10 0NA

### What happens next?

Your complaint will be logged upon our internal systems and a unique number provided to you for reference. You will have a dedicated Complaint Champion allocated to your complaint who will fully investigate your complaint and work hard to resolve it for you as quickly as they can - keeping in contact with you throughout.

### What if I'm still not happy?

There is an escalation process available if you are not happy with the way that your complaint is being managed. At any point you can ask for your complaint to be referred to our escalations team or if you prefer, you can email them directly ([customerescalations@nationalgrid.com](mailto:customerescalations@nationalgrid.com)).

If you're still not happy, or think we may not have followed our complaints procedure correctly, you can ask for your complaint to be referred to the complaints manager.

### Independent review

If for any reason you have been through the escalation process detailed above and you are still not happy with how we've dealt with your complaint, there are numerous ways that you can ask for help such as getting in touch with Citizens Advice consumer service. They'll be able to tell you what your rights are and what you can do to settle your complaint. They will expect you to use our complaints procedure detailed above first.

You can contact them in the following ways:

Call: [REDACTED]

Minicom: [REDACTED] (if you have hearing problems)

Website: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

#### Energy Ombudsman

The Energy Ombudsman's job is to investigate complaints fairly by listening to both sides of the story and looking at the facts. They will decide what action, if any, should be taken when you and an energy company can't agree.

If you would like to contact them, you can do so in the following ways:

Call: [REDACTED]

Minicom: [REDACTED] (if you have hearing problems)

Website: [www.ombudsman-services.org/energy.html](http://www.ombudsman-services.org/energy.html) <<http://www.ombudsman-services.org/energy.html>>

#### Online Dispute Resolution Platform

The European Commission has set up an online dispute resolution platform for consumer disputes.

The purpose of the platform is to help consumers to resolve disputes regarding goods or services they have bought online. (You are a consumer if you are an individual who has been dealing with us for a purpose which is wholly or mainly outside your trade, business, craft or profession).

It is possible for you to use the platform if you are a consumer who has a problem with goods or services you have bought online from National Grid and you can't reach agreement with us through our complaints procedure.