

Dukefield Energy Complaints Process

At Dukefield Energy, we are passionate about giving our customers an exceptional service however, we understand that occasionally things can go wrong. If this happens, we would really like your feedback – not only does it allow us an opportunity to resolve your concerns, it also helps us to learn and improve our customer service.

If you have a concern or are dissatisfied in any way, our Customer Relationship Management team will investigate your concern in a fair and independent manner. You can follow our formal complaints procedure outlined below.

Stage 1

Please get in touch with us at the earliest opportunity by logging your complaint via:

- Telephone – 03453 020041
- Email – complaints@dukefieldenergy.co.uk
- Post – Dukefield Energy, Parkside House, 167 Chorley New Road, Bolton, BL1 4RA

Stage 2

Your enquiry will be handled by an appropriate senior member in the Customer Relationship Management team who will get in touch to discuss the complaint within 3 working days. We will then aim to resolve your complaint within 15 working days.

Stage 3

If you are unhappy with the resolution, you may wish to lodge an appeal. Please raise this with the appropriate senior member within 28 calendar days of receiving a response from them. Include the grounds of your appeal. The appeal will then be considered by a Director of the organisation for the final internal review.

Stage 4

Should you remain unhappy with the outcome or if your complaint is not resolved directly by Dukefield Energy within eight weeks; you can lodge a complaint with Ombudsman Services directly who will review this in due course. An independent review can be requested from Ombudsman Services if:

- You are registered in Great Britain.
- You are classed as a microbusiness as per Ofgem's definition.
- The dispute has been outstanding for over 8 weeks, or you have received a deadlock letter from us.

Ombudsman Services will host an Alternative Dispute Resolution upon receipt of any complaint and will liaise with the relevant parties through the process. This is an impartial and free service and Ombudsman Services can be contacted via the below methods of communication.

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

E-mail: enquiry@ombudsman-services.org