

This document sets out the complaints handling procedures which govern Ceres Energy Limited's (**we, us, our**) supply business and sets out the level of service **our** gas supply customers (**you, your**) can expect from **us**.

This procedure governs complaints about any aspect of **our** services to **you** as **your** gas supplier.

If **you** are unhappy with any aspect of **our** service, please contact **us** as soon as possible. **We** commit to dealing quickly, fairly and effectively with **your** complaint and doing what **we** can to resolve it.

Defining a complaint

For the purposes of the procedure, **we** define a “**complaint**” as:

The expression (through various possible channels: letter, email, phone call or physical claim) of a person's dissatisfaction”.

How to make a complaint

In most cases, **you** will have a regular contact who you deal with regarding all aspects of **your** gas supply. This person should be **your** first point of contact. Alternatively, **you** can contact us using the methods detailed below:

By phone: +44 (0) 1434 602 700

By email: info@ceresenergy.co.uk

By post: Customer Relations
Ceres Energy Limited
The Old Grammar School
Hallgate
Hexham
NE46 1XD

Complaint handling process

The process we will follow following receipt of a **complaint** will be as follows:

- **We** will acknowledge receipt of **your complaint** using **your** preferred method of contact (if known) or else by email or phone and within no more than 5 working days;
- **We** will investigate the **complaint** and seek to resolve it as quickly as possible;
- Where **you** are either:
 - a **micro business consumer**¹ or a **small business consumer**² in Great Britain; or
 - a gas consumer in Northern Ireland,we will formally log your complaint on our system and keep a record of all contacts between **you** and **us** relating to the **complaint**;

¹ A **micro business consumer** is one which has fewer than 10 employees *and* an annual turnover or balance sheet total of no more than £2 million; *or* which consumes no more than 293,000 kWh of gas.

² A **small business consumer** is one which: has fewer than 50 employees *and* an annual turnover of no more than £6.5 million or balance sheet total of £5 million; *or* consumes no more than 500,000 kWh of gas.

- **Your complaint** will be treated confidentially throughout, and all **your** details will remain private;
- Once it has been investigated, **we** will respond to **your complaint** within 10 working days;

Resolution

Upon receiving **your complaint**, **we** will endeavour to resolve it as quickly as **we** can, if possible, on the same day. If **your** complaint is more complex and/or requires more time to resolve, **we** will provide **you** with an estimated timeline for resolution and will keep **you** informed of progress at regular intervals. At a minimum, **we** will aim to resolve **your complaint** within eight weeks.

If, at any time while **we** are working to resolve **your complaint**, **you** are not satisfied with **our** handling of the **complaint**, please let **us** know, and we will investigate further and respond directly to **your** concerns.

Remedies

Resolution of **your complaint** may, in appropriate circumstances, result in **us** providing one or more of the following remedies:

- a verbal or written apology;
- a verbal or written explanation;
- appropriate remedial action;
- awarding reimbursement or compensation.

Complaint not resolved

For customers in Great Britain:

If **you** are a **micro business consumer** or a **small business consumer**, and, after eight weeks, **we** have not resolved **your** complaint to **your** satisfaction, or **you** have received notice from us of our final position on the **complaint** and are not satisfied with the outcome, **you** are entitled to refer **your complaint** to the Energy Ombudsman.

The Energy Ombudsman offers free, impartial, and independent dispute resolution services to **micro business consumers** and **small business consumers** in dispute with their energy supplier. **You** can contact the Energy Ombudsman in the following ways:

- Telephone: 0330 440 1624
- Email: enquiry@energyombudsman.org
- Website: www.energyombudsman.org
- Post: PO Box 966, Warrington, WA4 9DF

In addition, the Citizens Advice consumer service offers free advice to small businesses regarding energy issues, which includes the handling of complaints.

The service is available Monday – Friday from 9AM to 5PM by phone:

Citizens Advice consumer helpline: 0808 223 1133

Textphone: 18001 0808 223 1133

For Customers in Northern Ireland:

If **you** are a small or micro business and, having received a formal response from **us**, **you** feel that **your complaint** has still not been satisfactorily resolved, **you** are entitled to refer **your complaint** to the Consumer Council, which is the statutory consumer body for Northern Ireland and provides advice, information and independent complaint investigations and resolutions.

The Consumer Council will investigate **your complaint** on **your** behalf and at no cost. There is no impact on **your** statutory rights and **your** right to go to court if **you** deem the solution unsatisfactory is not affected by this procedure.

You can contact the Consumer Council in the following ways:

Online Form: <https://www.consumerCouncil.org.uk/complaints/submit-complaint>

Telephone: 0800 121 6022

Email: contact@consumerCouncil.org.uk

Post: Freepost The Consumer Council