

# Our complaints procedure

**Cadent**  
Your Gas Network

Providing excellent customer service is vitally important to us. 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.

## How to get in touch

### Calling us

Call our Customer Care Complaints Team (8am-8pm, Mon-Fri) on **0800 389 8000** (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.

### Writing to us

If you would like to contact us outside 8am-8pm, Mon-Fri, email **wecare@cadentgas.com** or send a letter to:

**Customer Care Complaints Team  
Cadent  
Pilot Way, Ansty Park,  
Coventry, CV7 9JU**

**Within two days we'll let you know that we've received your complaint.  
We'll investigate thoroughly and give you a detailed response within 5 working days.**

If we're unable or we need to visit you to make things right, we will:

- Agree a convenient time for us to visit you
- Send you an initial response within 5 working. This initial response will give you details of who you can contact about your complaint and will let you know when to expect a detailed response from us
- Keep you informed of progress and if we need to take further action to put things right, We'll do our best to complete our work promptly
- Provide you with a detailed response within 10 working days of receipt

### To put things right we can:

- Apologise where we have failed to give you a satisfactory level of service
- Give you a full explanation addressing the issues that you have raised
- Take appropriate action to put things right
- Compensate you, where applicable, under our Guaranteed Standards of Service
- Offer you a goodwill payment, if appropriate to the circumstances.

## Internal review of your complaint

If our Customer Service team or our local regional management are not able to reach a resolution with you, then you can escalate your complaint for review. We will investigate your complaint and the actions taken up to that point as part of the review. A response will be sent to you within 5 working days, or 10 working days where a site visit or third-party enquiry is required.

You can escalate your complaint by emailing with your complaint reference number **customerescalations@cadentgas.com**. Or you can write to Customer Escalations, Cadent, Pilot Way, Ansty Park, Coventry, CV7 9JU.

## Independent Review

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: 0808 223 1133

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: 0330 440 1624

Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)