

---

# Customer Complaints procedure

*Our Commitment to You*

At Independent Pipelines we pride ourselves on our superior customer service. However, we also understand that there are occasions when things go wrong. We have a simple and clear complaints process for you to follow if this happens.

## Step 1 – Initial complaint

If you are dissatisfied with any aspect of the service you have received from Independent Pipelines, please tell us.

Our Customer Services team can be contacted at:

### Our Contact Details

**Address**  
Independent Pipelines  
Driscoll 2  
Ellen Street  
Cardiff  
CF10 4BP

**Telephone:** 0845 055 6199  
**TextDirect** 18001 0871 225 0123

**Fax** 0871 429 0422

**Email** [enquiries@envoyonline.co.uk](mailto:enquiries@envoyonline.co.uk)

### Our Office Hours

**Monday – Thursday** 8.30am – 5pm

**Friday** 8.30am - 4.30pm

Please address complaints to our Customer Service Team in the first instance.

We aim to resolve your complaint as quickly as possible. However, if we cannot resolve your complaint immediately and requires further investigation, we will provide a substantive response within 10 working days. If we need to visit your property or make enquiries of persons who are not officers or employees of our company, we will provide an initial response within 10 working days and a substantive response within 20 working days.

We will include an apology, explanation or description of the remedial action we are taking or have taken where applicable. In the appropriate circumstances, you may be entitled to the award of compensation.

### Complaints about employees

If you have a complaint about one of our employees please address it to the Customer Service Manager in the first instance, or the Operations Director should your complaint involve the Customer Service Manager. We take any complaint made against our employees very seriously; however any disciplinary action we choose to take regarding our staff will not be disclosed to you in accordance with our company policy.

## Step 2 – Escalation

If you are not satisfied with either the way in which we handled your complaint or the way in which it was resolved, you can write to our Operations Director at the address on page 2 and ask them to review the matter.

Our Operations Director will investigate your complaint and respond promptly, either by telephone or in writing.

If your complaint is complex and requires further investigation we will let you know. We aim to respond to these complaints within 10 working days.



## Step 3 – Energy

If you have escalated your complaint and you are still dissatisfied with our response, you can refer the matter to Energy Ombudsman whose service is free of charge and decision is binding upon ourselves.

The Energy Ombudsman can be contacted as follows:

Telephone: 0845 055 0760, 01925 530263 or 0330 440 1624

Further information on the Energy Ombudsman can be obtained at [www.ombudsman-services.org/energy.html](http://www.ombudsman-services.org/energy.html)

## Independent Advice

For free impartial advice you may wish to contact the following:



**Citizens Advice consumer service** – The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues.

Telephone: 08454 04 05 06  
Website: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)



**Consumer Focus** – The new name for the new National Consumer Council. It has a duty to investigate about actual or threatened disconnection, and power to investigate complaints from vulnerable customers only.

Telephone: 020 7799 7900 (England)  
029 2078 7100 (Wales)  
0141 226 5261 (Scotland)  
Website: [www.consumerfocus.org.uk](http://www.consumerfocus.org.uk)