

**Regent Gas Ltd**  
**How to complain.**

What is a complaint? We define a complaint as being any contact from/or behalf of a customer who is not satisfied with any part of our service. Our complaints procedure is designed to ensure that any complaints are handled fairly, confidentially, and in an efficient manner.

How to contact us

You could contact us by telephone, email or by letter. Our contact details are:

Telephone: 0845 241 2700  
Email: [info@regentgas.co.uk](mailto:info@regentgas.co.uk) with "Complaint" in the subject line  
Post: Customer Services  
Regent Gas Ltd  
17 Metro Centre  
Britannia Way  
London  
NW10 7PA

If you feel that your grievance has not been resolved to the standard you expect from your initial contact with us, you can request to speak to one of the directors of the company. They will immediately investigate the problem.

Where we have commenced an investigation into the problem, we will update you within 14 days, and if not resolved, update you of our progress to date.

If your complaint relates to a problem with the delivery of your gas, we will pass it on to your network operator for investigation and pass on any response or compensation to you.

In the unlikely event that your complaint remains unresolved, you can complain to the Energy Ombudsman who is an independent body set up to deal with residential and small business customer disputes. Their final decision is binding on us but not you the customer. The Energy Ombudsman can only consider a complaint if we have been given up to eight weeks to resolve it or if we have issued you with a "deadlock letter", ie a letter that states we have done all we can.

The contact details for the Energy Ombudsman are:

Telephone: 0845 055 0760  
Website: [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)  
Post: Energy Ombudsman  
PO Box 966  
Warrington  
WA4 9DF