

Microbusiness Customer Complaints Procedure

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Complaints Procedure

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1. What is a Microbusiness?

This procedure is aimed at microbusiness customers. These are commercial customers to our business that satisfy the characteristics of a microbusiness:

If the company meets ANY **ONE** of the below requirements it is a micro business (irrespective if it fails on the other requirements):

1. The company's total annual electricity use is below 100,000kWh
2. The company's total annual gas use is below 293,000kWh
3. The company has less than 10 full time employees and an annual turnover of less than £1,720,000
4. The company has less than 10 full time employees and a balance sheet total of less than £1,720,000

2. Do you have a complaint?

If you are a microbusiness and have a complaint about our services, then you should follow the procedure detailed in section 3.

However, it may be that your complaint is not in respect of our services but relates to the service of a supplier you have contracted with. In such a situation you should still contact us to discuss the problem and we will look to support you with your complaint.

For complaints about our services, we would always recommend you first make contact with your account contact, highlight the issue and therefore give the opportunity for the relevant team members to act quickly to support you.

3. Complaints procedure

To progress a formal complaint in respect of services provided by us you should follow this procedure.

Step 1

Contact your account manager directly or our customer services team at:

+44 1698 803903

utilities@murphy-young.com

**MY Utilities, Ellismuir House, Ellismuir Way, Tannochside Business Park,
Glasgow G71 5PW.**

We will endeavour to review your complaint and respond with a proposed resolution within seven days. Any client making a complaint will be treated with courtesy and respect; we request that you afford the same to our staff.

Your complaint will be recorded along with any response you receive.

Step 2

If you have not received a response within 14 days or are dissatisfied with the response received, you may escalate the complaint to Director level. To do this you should send your original complaint and a copy of your response to:

+44 1698 803903

info@murphy-young.com

**Commercial Director, MY Utilities, Ellismuir House, Ellismuir Way,
Tannochside Business Park, Glasgow G71 5PW.**

Your complaint will be reviewed by a company director and a response will be provided within 5-10 working days.

Step3

If your complaint has still not be resolved, you may refer it to Group Director level by writing to:

Group Director, Murphy Young Group, MY Utilities, Ellismuir House, Ellismuir Way, Tannochside Business Park, Glasgow G71 5PW.

The senior management team will review all the details of your complaint to see what has been done up to this stage. Please allow up to seven working days for a response.

If you are not satisfied with the solution, have reached Step 3 and eight weeks has passed, you may escalate it to the Energy Ombudsman Service. The service is impartial and free for you to use.

By phone:

Phone: 0330 440 1624

Fax: 0330 440 1625

Textphone: 0330 440 1600

By post:

Ombudsman Services: Energy

PO Box 966

Warrington

WA4 9DF

By email:

enquiry@ombudsman-services.org

What outcome might you expect from a complaint?

You should review the terms and conditions of any engagement when considering the contractual remedies following a complaint.

However, you may expect a written apology for an error or assistance in correcting the effects of a mistake. We always strive to review and improve our service levels and therefore your complaint will also be used to enhance our operations in the future and reduce the likelihood of similar events.



MY Utilities

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