



Northern Gas and Power
**Complaints
Procedure**

What is our complaints procedure?

Step One

Log your complaint with us by phone, letter, email, or via this website.

Step Two

Your complaint will be investigated, and we will record your complaint and respond to you within 1 working day of receipt, and we will try to resolve it, where possible, within 10 working days.

Step Three

If you are unhappy with the initial outcome, then you may wish to appeal. To do this, simply write to us and request for the matter to be re-evaluated by a senior member of our Compliance Team. You must do this within 28 calendar days of receiving our initial response. Please state the grounds of your appeal.



You can register any complaints by:

Completing the Online Form

Please complete the form at the bottom of this page.

Phone

Please call us on +44 (0)3 300 300 800

Email

complaints@ngpltd.co.uk

Writing to

Northern Gas and Power
8th Floor, East Tower
Baltic Place
South Shore Road
Gateshead
Tyne and Wear
NE8 3AE

