



Northern Gas and Power
**Complaints
Procedure**

What is our complaints procedure?

Step One

Log your complaint with us via online form, email, phone, or a letter.

Online Form: Please complete [this form](#).

Phone: +44 (0)3 300 300 800*

*Calls to 03 numbers cost the same as, or less than, calls to 01 and 02 prefixed numbers and are included as part of any inclusive minutes or discount package.

Email: complaints@ngpltd.co.uk

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

If a complaint is made in writing, we will respond within 1 working day, however kindly allow time for postal delivery.

Step Two

We will acknowledge and record your complaint within 1 working day of receipt, after which we will carry out our initial investigation and provide a response, 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.



Step Four

If your complaint remains unresolved after 8 weeks, or we have issued you with our final position (deadlock) letter, you may wish to contact the Energy Ombudsman service. The Energy Ombudsman will complete a free and impartial investigation on your behalf and provide you with an outcome.

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

Letter: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

