



## **Complaints Handling Procedure**

We are sorry to hear that you wish to make a complaint to Bills Paid Ltd.

Please be reminded that Bills Paid Ltd are not a utility provider, we are a bills management company and are employed on behalf of you (our customer) to manage the utility accounts (including gas, electricity, water, broadband, telephone line and TV licence) at an agreed address for the agreed term. As we are not the utility supplier, there may be occasions in which the delivery or performance of the services is affected by an event outside our control.

Nonetheless, staff at Bills Paid are happy to assist with any issues and aim to provide a high level of customer service at all times. We appreciate your patience and cooperation throughout each step of our enquiries and/or investigations.

If you are not happy with the service that we (Bills Paid Ltd), or one of the utility suppliers have provided, please see the following information and next steps:

Staff at Bills Paid endeavour to investigate and resolve any/all issues as efficiently and fairly as possible, once they have been brought to our attention. Before escalating a matter to a complaint, we ask that you contact us to discuss any problems/queries so that we can offer our assistance.

You (our customer) must contact us directly with any enquiries. Due to GDPR legislation, we are unable to discuss matters with anybody except the customer(s) named on the contract and/or the parties directly involved (such as energy suppliers).

Please contact us via email at: [info@billspaidltd.co.uk](mailto:info@billspaidltd.co.uk)

Staff will be in touch with you as soon as possible to discuss your query. Please note that during our communications, response time can be affected if we are required to liaise with third parties (such as an energy supplier).

If you are unsatisfied with the outcome of our discussions and would like to raise a complaint, a formal complaint must be submitted to us in writing. Please write to us via email at: [info@billspaidltd.co.uk](mailto:info@billspaidltd.co.uk).

Again, Bills Paid Ltd offer a bills management service, we are not the utility supplier. Therefore, the complaints procedure that must be followed at this stage will vary depending on the nature of the grievance. Details of the correct procedure will be explained to you upon receiving your complaint.

**If the complaint relates to the service offered by Bills Paid:**

Your grievance will be acknowledged within three working days and a thorough investigation will be undertaken. A formal written outcome will be sent to you within 15 days of our acknowledgement. If we require a longer timescale, we will advise you of this in writing and will confirm our revised response date.

If you are unsatisfied with the result of the internal investigation, please outline the reasons why you aren't happy with the outcome that has been proposed. Following on from this, a further investigation will take place. You will receive a final written statement explaining our findings and expressing our viewpoint (including an offer if we deem it acceptable to make one).

After this, we will no longer handle your complaint. If you remain dissatisfied with the conclusion of the complaint, you would need to refer the matter to Citizens Advice Consumer Service.

Citizens Advice Consumer Service is a government-funded telephone and online service offering information and advice on consumer issues. They can be contacted on 0808 223 1133 or via [www.adviceguide.org.uk](http://www.adviceguide.org.uk). This is a free and independent service.

**If the complaint relates to a utility account and/or supply:**

Your grievance will be acknowledged within three working days and a thorough investigation will be undertaken, throughout which we must liaise with the relevant utility supplier(s).

If appropriate, we will raise a complaint with the supplier and we will act on your behalf throughout this. Where this is the case, we would be required to follow the complaints procedure set out by the relevant supplier. Details surrounding the supplier's complaints procedure can be provided to you at this stage, including the timescale they propose for the complaint resolution.

We will keep you updated on our progress throughout the complaint and may request further information from you, should this be required for the investigations.

You will be informed of the outcome of the complaint as soon as this has been confirmed to us.

Thank you for your cooperation.