

British Gas
Domestic Central
Heating Installations
Complaints Policy

How we'll handle your complaint

Stage 1: Receiving your complaint

Once we've received your complaint, we'll write to you within five days to let you know who'll be dealing with your complaint and how we'll handle it.

If a third party has raised the complaint for you, we'll contact you so that we know you're happy for us to contact the third party on your behalf. We'll then liaise with them, wherever possible.

Stage 2: Our investigation

We take all complaints seriously and we'll investigate all of them thoroughly. Your complaint will be looked into by our dedicated complaints team.

Stage 3: Contacting you

We'll usually give you a call when we start to look into things. We'll do this to understand more about your complaint. Where your case is complex or involves a number of issues, we may need some time to make sure we have everything covered. We'll keep you up to date either by phone, email or post.

Stage 4: Resolving your complaint

We aim to take no more than eight weeks to deal with even the most complicated complaints. Once we have thoroughly investigated your complaint we'll contact you to discuss resolution.

We always aim to do our best for our customers, but sometimes things do go wrong. If you have a complaint, we'll make sure we look into it thoroughly. And if we've let you down, we'll put things right.

If you wish to make a complaint, you can get in touch with us by sending us an email, writing to us or giving us a call.

Email:
installationcomplaints@britishgas.co.uk

Telephone:
0333 202 9519

Post:
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Customer Relations
P.O. Box 177
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