

# CPS Solutions Group LTD Complaints Procedure

## **Getting in touch with us if you are unhappy with our service**

We will always strive to offer the highest level of expertise and care at every stage of the service we offer. However, if something does go wrong and you want to make a complaint, we will be fully committed to fixing it as efficiently as possible.

Below you'll find all the information you need about making a complaint, including how to contact us and what we promise to do next as part of our complaints process.

We will always keep a record of your complaint and any relevant dates of developments during the whole process.

We will always ensure that you will be always treated with the utmost courtesy and respect.

## **How to contact us**

It's a good idea to keep any current bills, statements or other relevant documentation and any emails handy throughout the process.

You can reach our customer service team as per the below details:

- By Phone – 01382 279999 (lines open between 9am & 5.30pm Monday to Friday).
- By Email – [complaints@utili-tay.com](mailto:complaints@utili-tay.com)
- By Post Head Office –

Complaints Team  
CPS Solutions Group Limited t/a Utili-Tay  
Glebe House  
Lunts Heath Road  
Widnes  
Cheshire  
WA8 5SQ

### **What's gone wrong?**

- If you're unhappy with the service you've received from CPS Solutions Group LTD, one of our employees or one of our suppliers, let us know and we'll investigate it straight away.

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### **How long before your complaint is resolved?**

- If your complaint is made by email or post, we will be in touch within one working day to confirm it's been received and that we're working on it.
- We'll keep you updated on the progress of your complaint at least every two working days.
- We aim to resolve any complaint within seven working days.
- By resolving your complaint this could be by way of an apology or compensation as part of the resolution.
- If the problem isn't resolved within seven working days, as we are signed up to the TPI Code of Practice, we will (with your consent) escalate the complaint to the Independent Code Manager. They will send an initial written response within 5 working days, they will let you know what will happen next and will be in touch regarding any next steps, actions or sanctions.
- If the supplier is unable to resolve your complaint, then they will issue a letter of deadlock. This is following the 8 week process that it can take to investigate your complaint prior to it being escalated to the energy ombudsman service.
  
- If your complaint is about a supplier or you are unhappy with the response that you receive, you may also contact the [Energy Ombudsman](#)
  
- The energy ombudsman services are a free and impartial organisation that you can go to for assistance and to escalate your complaint to, below you will find information on how to contact them.
  
- By Phone: 0330 440 1624
  
- By email [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)
  
- By post: Ombudsman Services: Energy, P.o. Box 966, Warrington, WA4 9DF

**We are more than happy to provide a copy of this free of charge by post.**