

# Complaints Policy

The management of complaints  
within Somerset Gas

2026

## Introduction

We always aim to provide a high standard of care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will tell the Council's adult safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

## Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

First you should speak to the Manager or their Deputy.

Comments or suggestion boxes are available if you would rather make your suggestion that way.

If the suggestion is something that Somerset Gas, as a company needs to consider you can send it to our:

**Senior Business Manager (Joe Lewis)**

**Email: [Joe.lewis@somersetgas.co.uk](mailto:Joe.lewis@somersetgas.co.uk)**

## Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Somerset Gas assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

## Who can complain

Anyone affected by the way Somerset Gas provides services can make a complaint.

A representative may complain for the affected person if they:

1. have died
2. cannot make a complaint themselves, or
3. have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

## How can you make a complaint

You can complain:

1. in person
2. by telephone
3. through a member of our staff
4. through an advocate or representative  
**where someone complains orally we will make a written record and provide a copy of it within 3 working days**
5. by letter
6. by email

## Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is always better if you can provide contact details so that we can tell you the outcome of our investigation or seek further information from you to aid us in that investigation.

## Responsibility

The Registered Manager or Somerset Gas may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

1. details of the findings;
2. any action we have taken; and

3. our proposals to resolve your complaint.

## Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice.

If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the Senior Business Manager at:

**Senior Business Manager (Joe Lewis)**

**Email: [Joe.lewis@somersetgas.co.uk](mailto:Joe.lewis@somersetgas.co.uk)**

**Tel: 01823 661144**

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Energy Assessor Accreditation Scheme.

You can contact the Energy Assessor Accreditation Scheme at:

**Tel: 0300 123 1234**

**Website: [www.accreditationscheme.co.uk](http://www.accreditationscheme.co.uk)**

NB: The scheme will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

**This policy can be provided in a range of other languages and other formats if required.**

**Joe Lewis**  
Business Manager  
January 11<sup>th</sup> 2026



## About this policy.

This policy is reviewed annually, in line with our responsibilities and commitments as a professional and safe company, contractor and employer.

If you have any questions or would like to provide feedback on this policy, please contact [joe.lewis@somersetgas.co.uk](mailto:joe.lewis@somersetgas.co.uk)