

## DHS – Customer Complaints Procedure

DHS are committed to providing a quality service for all clients, however if for any reason you are dissatisfied with the service/product provided by the broker handling your contract you should:

1. Contact the broker directly to raise your issue in this instance you should contact - Carol Smith of DHS on:
  - on 0141 637 2299
  - at [info@dhsgroup.co.uk](mailto:info@dhsgroup.co.uk)
  - DHS, Edward House, 4c Burnfield Avenue, Giffnock G46 7TL

Please include your full name, email address & preferred telephone number for contact relevant to your complaint, site address, supply number, copy contract and/or relevant correspondence as well as the detail of your complaint. All clients will be treated with respect & courtesy.

2. Await acknowledgment of receipt of the complaint this should be issued on date of receipt.
3. Allow 24 hours for the complaint to be investigated & resolved or for an explanation to be issued to you detailing why further time is required to investigate the matter.
4. If the complaint is not resolved within 7 days the broker must provide you with an explanation and advise what will happen next.
5. Once investigation has been completed the broker must send you a full explanation of their findings.
6. DHS will keep a record of the complaint including but not limited to, date of complaint & dates subsequent actions are taken, basis of the complaint & actions taken to resolve the complaint, including preventative actions to ensure complaints of a similar nature are avoided.
7. If after 8 weeks your complaint is unresolved or you do not receive a satisfactory response you can escalate your issue free of charge for an impartial review to the Ombudsman:
  - <https://www.ombudsman-services.org/energy>
  - Phone: 0330 440 1624
  - Fax: 0330 440 1625
  - By Post: Ombudsman Services: Energy, PO Box 966 Warrington WA4 9DF
  - By email: [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)