



Complaints procedure.

Treating our customers fairly.

Our aim is to provide the best possible service for all of our customers. However, we recognise that occasionally we may not achieve the level of service expected. Should that ever happen, then we have our complaints procedure to ensure any concerns are both addressed and resolved.

We take all complaints very seriously and as part of any such complaint we will review our processes to ensure we are continuously improving.

We promise that in the event you make a complaint to us we shall be courteous and respectful in our dealings with you.

Below is how our complaints procedure works and the steps we ask you to take if you wish to make a complaint.

We also set out your rights to complain to the Ombudsman should you not be satisfied with the outcome of our review of your particular issue.

The BMU Complaints Procedure

1. Contact us

Please contact us by email, telephone or post.

Email: complaints@bmutilities.com
Telephone: 01484 506410
Post: The Deep Business Centre, Tower Street, Hull, HU1 4BG

Our customer relations team are available business days 8.30am to 4pm.

2. Acknowledgement

Within two working days of receiving your complaint we will send you an acknowledgement of the complaint. In doing so we shall inform you of the designated complaint manager who will deal with your complaint throughout the process. We will ensure that the complaint manager will be someone other than your previous main point of contact with us.

3. Additional information or clarification

Your designated complaint manager may contact you seeking additional information, documentation or clarification as to issues raised.



4. Our decision

Within ten working days of the acknowledgement of the complaint we will let you know the outcome of our investigation. In the event we are unable to let you have our decision within that ten working days period we will update you as to progress and a revised anticipated date for providing our decision.

Our decision may take the form of not accepting the complaint is valid, an apology, a goodwill gesture or an offer of a compensation payment

5. Your decision

We ask that within ten working days of you receiving our decision you inform us if you accept the decision that has been reached and the appropriate action if any can be taken.

If you do not accept our decision we will require you to explain the reasons why and where applicable provide copies of any additional documentation and information that will assist in our review of the initial investigation.

6. Decision review

Should you not accept our initial decision you can ask us to review that decision. We will carry out the review using any additional information you have provided and respond within ten working days of you rejecting the original decision. We may also ask for additional information/clarification to complete the review. In the event the review will take longer than ten working days we will let you know.

Once we have completed the review we will present our decision again for your approval as in Step 7 above.

7. Eight-week letter

Whatever stage has been reached in the above process, eight weeks after we first received your complaint we shall send you an eight-week letter. Once you have received that letter you are entitled to complain to the Ombudsman, see details below.

8. Deadlock letter

If you chose to reject our decision (whether the original decision or a revised decision) we will send you a deadlock letter. This letter confirms that you have rejected our decision as to your complaint. Once you receive this letter you are entitled to complain to the Ombudsman.

The Ombudsman

If you are a micro business you are entitled to take your complaint to the Ombudsman should your complaint not be resolved either a eight weeks after the complaint was first made to us or once you have received a deadlock letter from us, whichever is the sooner.

The Ombudsman is an independent body that decides the outcome of disputes between us and our microbusiness customers. There is no charge to you for the Ombudsman's services.

If you accept the Energy Ombudsman's decision we must honour that decision. You are not bound to accept the Energy Ombudsman's decision and instead may choose to take other action such as litigation.

The Ombudsman's contact details:

Email: enquiry@ombudsman-services.org

Telephone: 0330 440 1624 (8am-8pm Monday to Friday, 9am-1pm Saturday)

Post: Energy Ombudsman, PO Box 966, Warrington, WA4 9DF

