



## River Customer Complaints Code

At River we are committed to providing you with outstanding customer service and we want to ensure that we continuously listen to our customers, to understand their concerns and respond appropriately. We all accept that things can on occasion go wrong but we see these instances as an opportunity for us to set things right and demonstrate our culture of putting the customer at the heart of what we do.

### How to raise a complaint

In the first instance you should always feel comfortable contacting the customer services team that manages your account on the main River Number of 01482 272728. The representative you speak to will be happy to take the details of your issues and own your case with the intent of providing a resolution to the matter as expediently as possible. To help us best resolve things can you please ensure that you have the following information ready when you call:

- Your River Account Number
- A contact telephone number we can call you on during working hours
- As much detail as you can provide about the issue to help us understand where we went wrong
- What you feel we can do to fairly resolve the matter

In the majority of cases we have found we can resolve your complaint first time and to your satisfaction making the process as easy to use as we can.

Once the most important factor, getting your complaint resolved is taken care of the details of your complaint will be reviewed and if we can identify any areas for improvement within the business we will take the necessary action. It is crucial that you understand we really appreciate your participation in this process and we will always be grateful for you taking the time to provide your feedback.

If you remain unhappy with the resolution being offered by the River representative you are dealing with then you can request that the matter is escalated. A member of the Management Team will review the situation and make contact with you within 24 hours to discuss if anything further can be done to resolve your complaint.

### Complaints Team

On those occasions where a manager is unable to resolve things to your satisfaction then the matter will be escalated further to our Complaints Team who will undertake a full investigation of all aspects of your account and the circumstances resulting in your complaint and keep a record of your complaint.

We aim to resolve all complaints received by the Complaints Team within 14 working days and should we be unable to provide a suitable resolution for you at this stage or if 8 weeks have passed since your initial complaint then subject to their eligibility criteria we will provide you the details of



our Ombudsman Service of if the matter does not meet their criteria we will advise you of our final position.

The complaints team can be contacted directly if you feel that matter is of a sufficiently serious or sensitive nature by emailing [liz.white@riveruk.co.uk](mailto:liz.white@riveruk.co.uk) marked FAO Complaints Team.

### **Ombudsman Services:**

Ombudsman Services: provides an independent service to customers who are not satisfied with the resolution of their complaint. You must make your complaint to Ombudsman Services:

Communications within six months of receiving a 'Deadlock' letter. If you have not received a 'Deadlock' letter you must contact Ombudsman Services: within nine months of issuing a complaint to River.

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)