

# Looking into your complaint



Utilities Disputes is here to help with questions or complaints about electricity, gas, water, or broadband installation on shared property. Our service is free, independent, and fair.

We are independent. This means we do not take sides.

## What we do when we look into your complaint

Our aim is to reach a fair outcome for your complaint. This means we:

- take into account the law and good industry practice
- encourage you and the provider to find a solution together.

## We follow a three step process

### 1 Facilitation

A conciliator at Utilities Disputes talks with you and the provider about what has happened. We ask you about your ideas for solutions. We usually hold a meeting with you and the provider on the phone or in person (a 'conciliation conference').

### 2 Investigation

When the information is not clear or agreed, we investigate further. The investigation may help you and the provider negotiate an outcome.

We ask you and the provider for supporting information such as call notes, bills, receipts, letters, and emails. You and the provider can access the information we receive.

We may also:

- get advice from legal or technical experts
- visit the site
- write a report explaining what we have found.

### 3 Recommendation

If you and the provider still cannot agree, either of you can ask the Commissioner to recommend a settlement.

You and the provider can comment on the recommendation before it is final. The recommendation is binding on the provider if you accept it.

If you don't accept the recommendation, you may be able to take your complaint to the Ombudsman, Disputes Tribunal, or the district court.

## What you do

- Explain your view
- Give us relevant and accurate information about the complaint
- Make decisions about solutions, including whether you accept the Commissioner's recommendation.

You may:

- get advice from a support person or lawyer at your cost
- choose someone to act on your behalf – we will need your permission to deal with that person
- withdraw from our process at any time.

We expect you will keep paying your current bills and any undisputed bills.

## What the provider does

- Gives us the information we ask for
- Makes decisions about solutions
- Complies with the Commissioner's recommendation if you accept it.



Get in touch. Our service is free, independent, and fair.

 **0800 22 33 40**

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