Graphite Square Property Co Ltd – Heat Supplier Complaints Procedure

Effective from: October 2026
Reviewed: October 2026
Next Review Due: October 2027

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1. Our Commitment to You

Graphite Square Property Co Ltd are committed to providing a safe, reliable, and affordable heat supply and providing the associated customer service.
If you are unhappy with any part of our service, please let us know — we want to put things right quickly and learn from your feedback.

This procedure explains:

- How to raise a complaint
- What happens next
- When and how you can escalate your complaint

All complaints in line with the Ombudsman Services: Energy standards.

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2. What Counts as a Complaint

A complaint is *any expression of dissatisfaction* — whether spoken or written — about our heat supply, billing, metering, charges, customer service, outages, or how we have handled an issue.
You can make a complaint yourself or through a representative (e.g. family member, advocate, or support worker).

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3. How to Make a Complaint

You can contact us through our appointed agent Billing and Customer Service Ginger Energy, in any of the following ways:

📞 **Telephone:**0345 307 3433
📧 **Email:** Complaints@gingerenergy.co.uk
💻 **Online:** https://gingerenergy.co.uk/
✉️ **Post: Graphite Square Property Co Ltd** C/o Ginger Energy Unit 4, 12 George Road, Edgbaston, B15 1NP
🏢 **In person (by appointment only):** Unit 4, 12 George Road, Edgbaston, B15 1NP

If you need help making your complaint — for example, if you have accessibility or language needs — please tell us.

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4. What Happens When You Complain

Step 1: Acknowledgement

We will acknowledge your complaint **within 3 working days** and provide you with a reference number and contact person.

Step 2: Investigation

A trained member of our customer service team will investigate your complaint fairly and thoroughly.
We may contact you to clarify details or ask for supporting information (for example, a meter reading or photo).

Step 3: Our Response

We will aim to send you a **full written response within 4 weeks** of receiving your complaint.
Our response will include:

- What we found and how we investigated
- Our decision and any steps we will take to put things right
- Any offer of goodwill, refund, or compensation (if applicable)
- Information about your right to escalate

If we cannot resolve fully within **4** weeks, we will explain why and let you know when you can expect a final answer.

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5. If You're Dissatisfied with the Outcome

If you're still dissatisfied after our final response — or if **8 weeks have passed** since you first complained — you can refer your case to the **Energy Ombudsman**. This service is **free**, **independent**, and **impartial**. The Ombudsman will review your case and decide what should happen. **Graphite Square Property Co Ltd** are bound by their decision.

Energy Ombudsman – Heat Networks
🌐 Website: www.energyombudsman.org
📞 Telephone: 0330 440 1624
📧 Email: heatnetworks@energyombudsman.org
✉️ Post: Ombudsman Services, PO Box 966, Warrington WA4 9DF

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6. Vulnerable Customers

If you are in a vulnerable situation (for example, due to age, health, disability, or financial hardship), please let us know. We will handle your complaint sensitively and can offer additional support, such as:

- Priority handling
- Home visits (if appropriate)
- A nominated representative to liaise with us on your behalf

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7. Learning and Continuous Improvement

We record every complaint and regularly review them to identify patterns and areas for improvement. We also publish summary complaint data each year as part of our commitment to transparency and accountability.

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8. Our Internal Escalation Pathway

If your complaint cannot be resolved by our frontline team, it will be reviewed in the following order:

1. **Head of Customer Service** →
2. **Head of Billing Services**→
3. **Contact Centre Director**

At each stage, we will confirm who is handling your case and when you can expect an update.

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9. Contact Us Anytime

If you have any questions about this process, contact our **Customer Relations Team**:
📧 Billingteam@gingerenergy.co.uk
📞 0345 307 3433 (Option 2)
🕓 Office hours: Monday to Friday 9am- 5pm

10. Independent Advice

You can also contact **Citizens Advice**, at any time regarding matters with your heat network.

🌐 Website: www.citizensadvice.org.uk
📞 0808 223 1133
🕓 Opening hours vary according to location