

About Ofgem

Ofgem is the Office of Gas and Electricity Markets, which supports the Gas and Electricity Markets Authority, the regulator of the gas and electricity industries in Great Britain. Ofgem's powers and duties are provided under the Gas Act 1986, the Electricity Act 1989, the Competition Act 1998, the Utilities Act 2000 and other statutes.

Ofgem's principal objective is to **protect** the interests of present and future consumers, wherever appropriate by promoting effective competition.

We do this by:

- creating and sustaining **competition**, where appropriate, and
- regulating network **monopolies** ('pipes & wires') effectively.

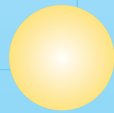
We are committed to the following **core values**:

Transparency

Respect

Integrity

Professionalism.



For more information, visit our website at

www.ofgem.gov.uk

ofgem

Promoting choice and value for
all gas and electricity customers

Do you have a
complaint
about Ofgem processes or
the way you have been
dealt with...?

Protecting consumers, both present and future, is at the heart of everything Ofgem does.

This does not just apply to our role as the **regulator** of Britain's gas and electricity industries.

It also applies to ensuring that those who come into contact with Ofgem get the **best service possible**.

If you have a complaint about our procedures and how we operate them, **we want to hear from you**.

This leaflet gives you the **information** you need to make a complaint.

What you should expect from Ofgem

Courtesy and helpfulness

- We will be **fair and polite** when dealing with any enquiry, or complaint.
- We will always **explain fully** our decisions.
- We will do everything we reasonably can to make our services available to everyone, including those with **special needs**.
- We will give **value for money** in everything we do.

Information and openness

- Ofgem is **committed** to keeping stakeholders fully informed about our work.

All our key documents, corporate literature, press releases and consumer information are available on our website at www.ofgem.gov.uk. For individuals who do not have access to a personal computer single hard copies can be supplied by the Ofgem library on 020 7901 7003 or email library@ofgem.gov.uk

If you cannot find the information you need on the website please contact our Freedom of Information Team. Their e-mail address is foi@ofgem.gov.uk or they can be contacted directly on 0207 901 7003.

Putting things right

Step one

If you are **unhappy** with the way that you have been dealt with, or unhappy with the way in which Ofgem has reached a decision or how Ofgem operates, then you should write to:

Ofgem Complaints
Ofgem E-Serve
Ofgem
9 Millbank
London SW1P 3GE.

Your complaint will be **acknowledged** within two working days of receipt, and forwarded to the appropriate department for investigation.

We will write to you **within 20 working days** to let you know the outcome of your complaint. If it is **not possible** to get back to you in that time, we will write to you to **update** you on progress within 20 working days.

Step two

If, after this process, you are **still** unhappy, you should write to the **Group Finance Director** at the address above who will investigate your complaint further. You will receive a response within 10 working days.

Step three

If you are still not satisfied, you should take your complaint to the **Parliamentary Ombudsman** who carries out **independent investigations** into complaints about public bodies.

To make a complaint to the Parliamentary Ombudsman you need to write first to your MP, asking him/her to refer the complaint to the Ombudsman.

If your complaint is found to be justified, the Ombudsman can **recommend** that the organisation complained about **provides a remedy**.