

Mr Daniel McMorrow
110a Sylvan Avenue
London
N22 5HY



Contact us



britishgas.co.uk/energycomplaints



0800 107 0184*

Mon - Fri 8am to 8pm, Sat 8am to 6pm



**Head of Complaints, PO Box 226,
Rotherham, S98 1PB**

Your Customer Reference Number
850051300131

Letter reference: **CRM/CMP/D001**

Date: **8 May 2017**

Your Customer Reference Number **850051300131**



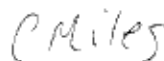
Dear Mr McMorrow

Thank you for getting in touch recently. I'm sorry that we're not meeting your expectations at the moment and that you felt you had to make a complaint. I would like to reassure you that we take all complaints very seriously and that yours is currently being investigated and is being dealt with as quickly as possible.

As we work to resolve your complaint we will keep you fully informed of its progress, and we'll be in contact within the next 7 days. If you'd like to know more about our complaints handling procedure you can view a copy by either going online at britishgas.co.uk/energycomplaints or by contacting us using the above details and one of our advisors will arrange to send you a copy free of charge.

Resolving your complaint is extremely important to us. It's only when a customer lets us know that something is wrong that we can put it right for them and anyone else who may be affected, so thank you for bringing this to our attention. I am confident that this issue will be resolved very soon.

Yours sincerely



Claire Miles
Managing Director, Customer Operations

*We record calls to help improve our service to you. If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626. Energy enquiry lines are open 8am-8pm weekdays, and 8am-6pm Saturdays.

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