



MOORLAND
FUELS

What matters to you, matters to us.

Complaints Process



Our Complaints Process

What Matters to You, Matters to Us, and that's why we always aim to get things right first time for our customers although we know that sometimes you will feel that this hasn't happened. By letting us know that you are unhappy with the services you've received, we have the opportunity to put things right. Your feedback is also vital in helping us to improve our service.

If you need to complain, we are committed to having an accessible process where we will always try to resolve things speedily and at the earliest possible stage. Most issues can be put right with just one phone call, so please follow the steps below:

How to make a complaint

Call us on 01837 55700

Email us at info@moorlandfuels.co.uk

Write to us at Moorland Fuels, Moorland House, North Road, Okehampton, Devon. EX20 1BQ

To help us to investigate and resolve your concerns as quickly as possible, please provide the following information: -

- Your full name and contact information
- Full details of your complaint
- Details of what you would like us to do to put things right
- Photocopies of any relevant paperwork

We will acknowledge your complaint within 24 hours and every effort will be made to sort things out for you within 5 working days. All our team are empowered to deal with complaints as quickly and efficiently as possible, and most of our complaints are resolved on the day that they are raised.

What happens next?

We will try to resolve your complaint as quickly and fairly as possible, however when a complaint can't be resolved quickly, or you aren't happy with the initial resolution suggested, we will escalate this to a Senior Manager who will take over the complaint and any investigation.

You will be provided with the details of your dedicated contact, and we will email or call you to let you know how long you can expect to wait for a decision whilst we carry out an independent review. They act with the full authority of our Chief Executive.

We will aim to have completed our investigation and provide you with a 'Final Decision' confirmation within 4 weeks, should the complaint be more complex we will write to you, via email advising of this and commit to a full response and 'Final Decision' within 8 weeks.



How will you know the decision?

Where possible, we will try to inform you of our decision over the telephone, and follow this up with an email, if this is not possible, we will confirm our decision in writing in a Final Decision Communication. This letter will provide a brief summary of your complaint, our findings, reasons for our decision and any next steps.

All complaints, whether considered significant or minor, will be reported and logged using the Complaints Log. The record will detail the reason for the complaint, our response and any action taken. We will analyse this information and use it to improve our policies and processes, providing information to the Exec Team for their review and input.

What If you're not happy with our proposed solution or decision?

If after considering our final decision you're still unhappy, you can approach UKIFDA or Utilities ADR free of charge if your complaint is regarding a Fuel related matter. They're an independent body that arbitrate on complaints.

Or Citizens Advice regarding a Tank related matter, or OFTEC for complaints relating to safety or non-compliant work.

UKIFDA

The details of how to complain can be found on their website which has lots of other information <http://www.ukifda.org/>

You can also contact them by phone on 0121 7817266 via Email: info@ukifda.org
Or in writing to their Registered Address: UKIFDA, PO Box 18273, Birmingham. B35 9EP.

Utilities ADR

The details of how to complain can be found on their website which has lots of other information www.utilitiesadr.co.uk.

You can also contact them by phone on 0203 5408063 or in writing at their Registered Address: 12-14 Walker Avenue, Stratford Office Village, Wolverton Mill, Milton Keynes. MK12 5TW

OFTEC

Or if your complaint refers to Tank Installation, you can refer this to Citizens advice at [Citizens Advice](http://www.citizensadvice.org) or OFTEC at <https://www.oftec.org> if this is in relation to Safety or non-compliant work,

Should you require any further clarification on how we deal with complaints prior to engaging our services please contact Abby Turner at Abby.Turner@moorlandfuels.co.uk