

Complaints Charter

Trident Utilities



At Trident Utilities, we are committed to providing our customers an exceptional service but recognise sometimes things can go wrong. We take all complaints seriously and will endeavour to resolve them promptly, as well as identifying areas where we can make improvements for the benefit of all our customers.

If you're unhappy with the service you have received for whatever reason then we would like to hear from you to understand why, so we can make every effort to put things right.

Where our high standards of service have not been met you are entitled to expect one, or more, of the following:

- An apology,
- An explanation of what went wrong,
- A practical resolution, including the details how we put things rights,
- A compensation award in the appropriate circumstances.

How do I make a complaint?

You can raise your complaint directly by reaching out to your Trident Account Manager, or by contacting:

Phone: 0345 634 9500

Email: complaints@tridentutilities.co.uk

Address: Trident Utilities Ltd, Units 1 & 3 Amy Johnson House, Amy Johnson Way, Blackpool, FY4 2FG

Please provide as much detail as possible, including, but not limited to:

- Your name
- Business name
- Business address
- Contact telephone number
- Contact email address
- Complaint details

You will receive acknowledgement of the receipt of your complaint within 2 working days.

What happens next?

A Complaint Owner will be assigned to review the complaint and seek an acceptable resolution target within 20 business days.

In exceptional circumstances, where your complaint can not be resolved within 20 business days or you are not satisfied with the proposed solution, we will escalate the complaint to a Company Director.

Microbusiness only

If you are not completely satisfied with the outcome of your complaint, or if it is unresolved for more than 40 business days (8 weeks), we will write to you requesting more time or send you a final response (“Deadlock” letter).

If we can’t reach a mutual agreement, upon receipt of the “Deadlock” letter you have the right to contact the Energy Ombudsman for a free and impartial review. The Ombudsman is there to help resolve disputes; it is a free, independent service and the decision is based on the information available. Their final decision is binding to Trident Utilities, not the customer.

If you do decide to approach Energy Ombudsman, you must contact them within 12 months of receiving our “Deadlock” letter.

You may contact the Ombudsman in any of the following ways:

Website: www.energyombudsman.org

Phone: 0330 440 1624 (*Monday to Friday, 8am to 8pm, and Saturday, 9am to 1pm*)

Email: enquiry@energyombudsman.org

Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

Request a copy

[Download copy.](#)

If you would like a hard copy of our complaints procedure, please send your request to:

Trident Utilities Ltd, Units 1 & 3 Amy Johnson House, Amy Johnson Way, Blackpool, FY4 2FG