

Complaints Procedure

Residential Customer Complaints Procedure

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1. WHAT IS A BILLING AGENT?

The Landlord is one of your energy providers, being responsible for making energy (for example heat or any other supplies provided by the landlord) available at the times and in the quantities you require.

Servus act as a billing provider to administer the raising of charges and collection of payments in respect of your use of the energy supplied. If you want to know more about the role of a metering and billing agent, we have a short video in the Knowledge Centre on our website at:

<https://us.servus.is/knowledge-centre>

2. DO YOU HAVE A COMPLAINT?

If you are a resident or sub tenant and have a complaint about our services, then you should follow the procedure detailed in section 3.

For complaints about our services, we would always recommend you first contact us and request to speak to the account manager for the property where you are in occupation. Highlight the issue and therefore give the opportunity for the relevant team members to act quickly to support you.

You can make contact through the contact centre at:

<https://us.servus.is/residential-contact-centre>

3. COMPLAINTS PROCEDURE

To progress a formal complaint in respect of services provided by us you should follow this procedure.

Step 1

Contact our customer services team at:

+44 1698 803903

utilities@servus.is

Servus, Ellismuir House, Ellismuir Way, Tannochside Business Park, Glasgow G71 5PW.

You can also request to speak the account manager for the building you occupy.

We will endeavour to review your complaint and respond with a proposed resolution within fourteen days. Any resident or sub tenant making a complaint will be treated with courtesy and respect; we request that you afford the same to our staff. A record of your complaint will be kept along with any response you receive.

Step 2

If you have not received a response within 21 days or are dissatisfied with the response received, you may escalate the complaint to Director level. To do this you should send your original complaint and a copy of your response to:

+44 1698 803903

info@servus.is

Residential Director, Servus, Ellismuir House, Ellismuir Way, Tannochside Business Park, Glasgow G71 5PW.

Your complaint will be reviewed by a company director and a response will be provided within 7-14 working days.

What outcome might you expect from a complaint?

You may expect a written apology for an error or assistance in correcting the effects of a mistake. We always strive to review and improve our service levels and therefore your complaint will also be used to enhance our operations in the future and reduce the likelihood of similar events.



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