



COMPLAINTS  
PROCEDURES

# Complaints Procedures

## Our Commitment

# 1.

Manx Gas provides customers in the Isle of Man with mains gas, bottled gas and other associated services. We are committed to giving our customers the best possible service. Despite our best efforts, we recognise that on occasions some of our customers experience problems.

If you are unhappy with any aspect of our service, or the way in which we conduct our business with you, then we want to know about this so that we can put things right as soon as possible and improve the way that we serve our customers.

We treat all complaints seriously and confidentially. Your complaint will be handled in a courteous, prompt and straightforward manner, in line with our internal procedures.

We will use the information gathered from complaints to identify failures in the services we provide in order to make the appropriate improvements to our systems.

## Making a Complaint and what we do to put things right

# 2.

If there is a problem with the service you have received from Manx Gas then please contact us in writing, by email or telephone. You can call us on (01624) 644444, or send a fax on (01624) 626528, email us at [info@manxgas.co.im](mailto:info@manxgas.co.im) or write to:

Customer Complaints  
Manx Gas  
Murdoch House  
South Quay  
Douglas  
Isle of Man  
IM1 5PA



call us on 01624 644444, or



[info@manxgas.co.im](mailto:info@manxgas.co.im)

# Complaints Procedures

## 2.

It will be helpful, when contacting us if you can provide information relating to your case i.e. reference numbers, so that we can deal with your complaint more quickly.

In the majority of cases, we will be able to respond to your complaint immediately and reach a mutually satisfactory conclusion without delay. There will however be occasions when we cannot reach a mutually satisfactory conclusion immediately and in these cases, your complaint will be formalised.

We will acknowledge your formal complaint in writing within five working days of receipt and provide you with a reference number.

Your complaint will be fully investigated and a full response will be provided within ten working days of receipt. If this is not possible within this timescale, we will contact you and advise you when you can expect a full response. We will also keep you informed of ongoing progress.

It may be appropriate for us to visit you at home in order to resolve your complaint or enquiry. If this is the case we will agree a mutually convenient time with you.

As a result of a complaint being received, and in order that we can respond efficiently, we will keep records of all complaint related correspondence. This will help us to deal with any follow-on discussions with you should this be necessary. Our records may include our written notes of the content of telephone conversations as well as keeping copies of any written communications.



call us on 01624 644444, or



[info@manxgas.co.im](mailto:info@manxgas.co.im)

# Complaints Procedures

## What to do if

you are not happy with our response to your complaint

# 3.

Complaint handling is monitored by the Managing Director and the Senior Management team. However, if you are unhappy with the way that your complaint is being handled, you may write to us (at the above address), or ask to speak to the Marketing Manager by calling (01624) 644443 during normal office hours (8.30am till 5pm, Monday to Friday). He will ensure your complaint is being investigated personally and agree a course of action to make sure that the problem is resolved quickly and to your satisfaction.



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