

# Flogas Customer Charter

February 2018



# Our people work with you and always put your needs and safety first.

## Our Commitment to You

We will treat you fairly and in line with our internal values; with honesty, consistency, respect and accountability. We will ensure that your calls and emails are responded to in a timely manner, usually within 24 hours, and that all communication from us is easy to understand.

## Dependable People

We are accountable to you and we will honour our commitments and safety guidelines. You can depend on us to provide you with viable solutions while we strive for the highest quality service whether it's bulk tank propane or bottled propane and butane gas. We understand that you depend on us for a consistent supply of LPG and we will do everything possible to ensure you get your delivery safely and when you need it.

## Professional People

We really want you to feel that we are easy to do business with. We are people who put people first. We are approachable and eager to help. As a company and as individuals, we operate to the highest standards.

## Responsive People

Our Customer Service people and Business Managers are agile, flexible and responsive to your LPG needs. Our goal is to ensure you get your gas delivery when you need it, and to react quickly if the worst happens and you do experience an interruption to your supply.

We also appreciate our customers giving us feedback on their experiences allowing us to continue to improve the services we provide. This can be given by:

Email: [customerservices@flogas.co.uk](mailto:customerservices@flogas.co.uk)

Facebook: [Flogas Britain Limited](#)

Website: [www.flogas.co.uk/contact](http://www.flogas.co.uk/contact)

## Responsible People

Our obligation to you is to ensure we operate with maximum safety throughout the supply chain. We take safety seriously and we will not take risks with our product, service or customers and ensure that our employees adhere to industry and market safety guidelines at all times. We will never over promise and we will always provide safe deliveries, especially over winter where extra care is needed.

We understand that we have a duty of care to the protection of the environment. As a holder of the Carbon Trust Standard we are committed to finding ways of reducing our carbon foot print.

## Our Complaints Process

If we do get it wrong, once you have brought it to our attention, our obligation is to address your concerns in a timely, sympathetic and effective manner.

You can register any dissatisfaction by

Email: [customerservices@flogas.co.uk](mailto:customerservices@flogas.co.uk)

Phone: **0808 250 2041**

Post: **Customer Relations Manager,  
Flogas Britain Ltd, 81 Rayns Way, Watermead Business Park,  
Syston, Leicester, LE7 1PF**

Web: [www.flogas.co.uk/contact](http://www.flogas.co.uk/contact)

Once we receive your feedback we are committed to reviewing your comments and acknowledging them within three days. We aim to resolve your concerns within ten days of receipt. If further investigation is required we will ensure that you are made aware of the possibility of a delay. Please ensure you quote your Flogas account number on all correspondence.

We will always do our best to find a satisfactory solution to your complaint, however if after contacting us, we have not been able to resolve your complaint within a maximum period of eight weeks or if there is a deadlock situation, you may refer your complaint to an independent party (called UtilitiesADR), free of charge.

A deadlock situation will be when we confirm in writing to you that we believe we have done everything we can to resolve your complaint but are still unable to reach an agreement that is satisfactory for you. UtilitiesADR will consider the matter in the event of a deadlock between you and Flogas.

UtilitiesADR is an independent dispute resolution scheme, approved by Trading Standards. You are advised to read UtilitiesADR's guidelines carefully before asking UtilitiesADR to take your case. When your complaint is handled by UtilitiesADR, an independent person will review your complaint and make a decision about how it should be settled.

You can contact UtilitiesADR at:

Email: **enquiries@ombadr.org**

Phone: **0203 598 7390**

Post: **UtilitiesADR  
12-14 Walker Avenue,  
Stratford Office Village  
Wolverton Mill  
Milton Keynes  
MK12 5TW**

Web: **www.utilitiesadr.co.uk/contactus**

Note:

If you have a complaint about a purchase you have made online from us and we haven't been able to resolve your concerns through our complaints process (as noted above), you can submit your complaint through the European Commission's online dispute resolution platform instead of referring the matter to UtilitiesADR. The platform and information about how it works can be found at here:

**<https://webgate.ec.europa.eu/odr/>**

You can only use the platform if your complaint comes from an online transaction. If you made your purchase over the telephone, you will need to contact UtilitiesADR using the contact details above.

# **This is our customer charter with you.**



**Flogas Britain Ltd**

Rayns Way, Watermead Business Park, Syston,  
Leicester, LE7 1PF

**[www.flogas.co.uk](http://www.flogas.co.uk)**