

Flogas Customer Charter

February 2023



We always put your needs and safety first.

Our Commitment to You

Please be assured that your safety will always be our highest priority. Safety first is embedded throughout our supply chain so that we can always provide safe deliveries, even when extra care is needed in winter.

We will need your help with this, so please immediately report anything that you don't believe is safe and address any safety requests from us.

Although it may cause some challenges, adhering to industry and market safety guidelines mean we will never take risks or compromise your safety.

Dependable

The team at Flogas aim to provide you with the best possible service. This means that we will do what we say we will do. Sometimes, achieving this will be tough, but that won't stop us from trying our best.

We will ensure that your calls and emails are responded to promptly, usually within 24 hours, and that all communications from us are not only courteous and efficient but it is also easy to understand.

We will always treat you fairly and in line with our values: honesty, consistency, respect, and, importantly, accountability.

Throughout our business, we strive for the highest quality service, whether bulk tank propane or bottled propane and butane delivery. We understand that you depend on us for a consistent supply, and we will do everything possible to ensure you get your delivery safely and when you need it.

Caring

For you

We recognise that customers have unique needs and delivery requirements, and some may be more vulnerable than others. As a business, we will always try to take account of your circumstances and, where possible, provide flexible solutions. Customers with health conditions requiring a constant supply of energy will always be treated as a priority.

If you feel that either you or a family member needs extra support, please reach out to our customer experience centre, who will discuss your circumstances sensitively and in confidence.

The Environment

We care about what we do as a business and will never over-promise. While all energy sources impact the environment, ours has a lesser carbon footprint than oil. But we know we can do better.

We are committed, as a holder of the Carbon Trust Standard, to continue to find ways of reducing our carbon footprint in the service we offer and the fuel we supply to help you with your energy transition.

Making a complaint

Our customer service goal is to ensure you get your gas delivery when you need it and react quickly if you experience an interruption to your supply.

We aim to resolve any problems on the spot, but we can't always promise to be able to do that. What we can promise is that we will address your concern in a sympathetic, effective, and timely manner.

Please raise these concerns (quoting your Flogas account number) to us via the following:

Email: customer.relations@flogas.co.uk

Phone: **0808 574 574**

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

Web: **www.flogas.co.uk/contact**

The complaint process

- We will review and acknowledge your feedback within three days.
- We aim to resolve your concerns within ten days of receipt.
- If further investigation is needed, we will ensure that you are aware of the possibility of a delay.
- We will always do our best to resolve your complaint satisfactorily. 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 CDRL - Consumer Dispute Resolution Ltd), 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.

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

You can contact CDRL at:

Phone: **0203 540 8063**

Post: **Consumer Dispute Resolution Ltd.
12-14 Walker Avenue,
Stratford Office Village
Wolverton Mill
Milton Keynes
MK12 5TW**

Web: **www.cdrl.org.uk**

This is our customer charter with you.

Flogas Britain Ltd

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

www.flogas.co.uk