

We Do Energy, Right by You

Flogas Customer Charter





At Flogas Britain, we're on a shared journey with you towards a sustainable, simpler, and smarter energy future.

Our Customer Charter sets out the promises we make to you, so you know exactly what you can count on from us.

It's our promise to be your trusted energy partner, make life easier, and deliver energy solutions that feel different and better.

We don't just want to supply your energy, we want to build confidence, earn your trust and be a partner you can rely on.



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Our Promise to You

Do Right

Energy is changing, and we believe it should feel exciting not overwhelming. That's why we take the time to get to know you, understand what matters most today, and what you're planning for tomorrow.

We will give you clear, straightforward, and honest advice about your energy options, so you can make decisions with confidence. Whether it's for your home or your business, we'll work at your pace, with solutions that fit your needs and your budget.

Powering Your World, Safely & Reliably



Safety is at the heart of everything we do – it's our number one priority, always.



Your LPG supply is in safe hands: consistent, dependable, and ready when you need it.

Do More

We believe the energy transition should be accessible to everyone, not just the few. That's why we think creatively, act with pace, and bring fresh ideas to how we serve you.

We're investing in our people, our technology, the development of sustainable fuels and our infrastructure, including creating the UK's largest LPG facility in Hallen, giving you a more resilient, consistent, and secure liquid gas supply to keep improving the service you rely on.

Our people make this charter real. We go out of our way to deliver on what we say. We're curious, we listen, and we look for better ways to do things. We work together across teams to make sure nothing falls through the cracks. And when we get it right, we celebrate because every great customer outcome matters to us.

Even when things don't go right, you can rest assured we'll do everything to put it right. We'll take ownership and learn from it, so it doesn't happen again.

We expect all third-party suppliers, contractors, and partners to adhere to our standards of integrity, safety, and compliance. As such, our promise to you extends to all third-party suppliers, contractors, and partners acting on our behalf.

Make it Easy

Energy should be the last thing you have to worry about. That's why we're committed to making every interaction simple, straightforward, and stress-free.

From clear contracts and transparent communications to quick resolutions when you need help, we aim to get things right first time. You'll always know who to speak to, how to reach us, and what to expect.

Our intention is to keep you updated with timely, clear information about your account, deliveries, and prices and if something changes, like your service or supply, we'll let you know in advance where possible.

We offer choice -whether you prefer to self-serve online, speak to us directly, or work with us face to face. We give you choice and flexibility, putting control in your hands.

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 any concerns (quoting your Flogas account number) to us via the following:

Email: customer.relations@flogas.co.uk

Phone: 0800 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'll review your feedback and confirm we've received it within three days.
- We aim to resolve your concerns within ten days.
- If we need more time to investigate, we'll let you know as soon as possible and keep you updated throughout.

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're recommended to read CDRL guidelines carefully before asking CDRL to take your case. When CDRL manages your complaint, an independent person will review your complaint and decide about how it should be settled.

You can contact CDRL at:

Phone: 0203 540 8063

Post: Consumer Dispute Resolution Ltd,
Unit 5
Homelands
Higher Union Road
Kingsbridge
TQ7 1EQ

Web: www.cdrl.org.uk

Together, we'll do energy right by you – today and for the future.

Your Data, Your Rights

We're committed to protecting your personal data and respecting your privacy. All personal information we collect is processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable privacy laws.

Please see our Privacy Policy www.flogas.co.uk/privacy-policy for further information.



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