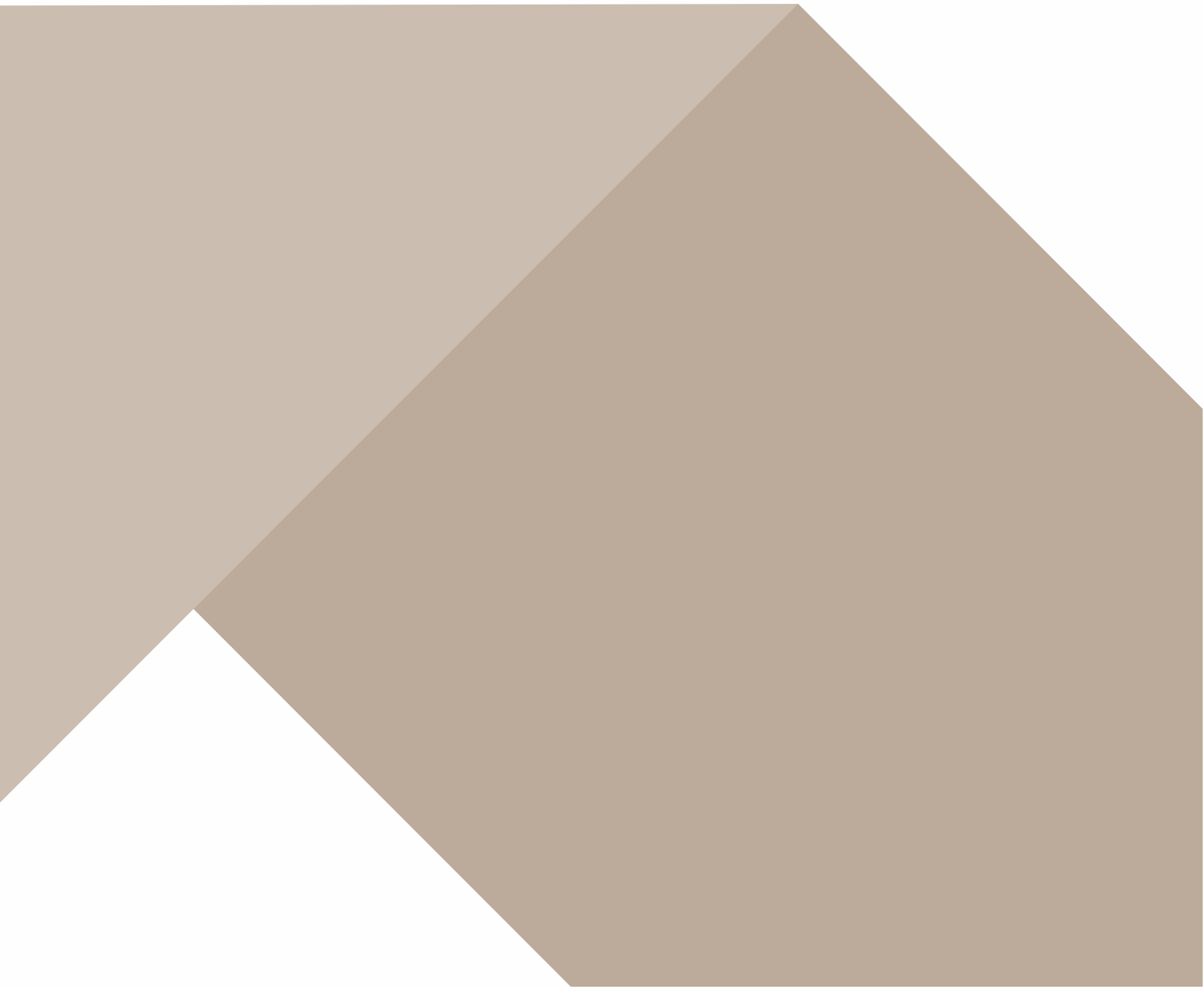


Heat Network Complaint Policy

We will provide this policy on request at no cost, translated, in large print, in Braille, on tape or in another non-written format.

June 2026

The bottom half of the page features a large, abstract graphic composed of several overlapping triangles and polygons in various shades of brown and beige, creating a modern, geometric design.

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Approval body	Group Board
Date of approval	June 2026
Review Year	2029
Customer engagement required	Yes – to support implementation
Trade union engagement required	Yes – for information
Equality Impact Assessment	Yes

We can produce information on request at no cost in large print, in Braille, on tape or in another non-written format. We can also translate this into other languages. If you need information in any of these formats please call us on 0800 479 7979 or email info@wheatley-group.com

Możemy, na życzenie, bezpłatnie przygotować informacje dużą czcionką, w alfabecie Braille’a, na taśmie lub w innym niepisanym formacie. Możemy je również przetłumaczyć na inne języki. Jeśli potrzebujesz informacji w którymkolwiek z tych formatów, zadzwoń do nas pod numer 0800 479 7979 lub wyślij e-mail na adres info@wheatley-group.com

Podemos produzir informações mediante solicitação e sem custos, em impressão grande, Braille, cassete ou noutro formato não descrito. Também podemos traduzi-las em outros idiomas. Se precisar de informações em qualquer um destes formatos, contacte-nos através do número 0800 479 7979 ou envie um e-mail para: info@wheatley-group.com

یمکننا إنتاج معلومات عند الطلب مجاناً مطبوعة بأحرف كبيرة أو بطريقة برايل أو على شريط أو بتنسيق آخر غير مكتوب. یمکننا أيضاً ترجمة هذا إلى لغات أخرى. إذا كنت بحاجة إلى معلومات بأي من هذه التنسيقات، فيرجى الاتصال بنا على 0800 479 7979 أو إرسال بريد إلكتروني إلى info@wheatley-group.com

در صورت درخواست، می‌توانیم اطلاعات را در چاپ بزرگ، خط بریل، روی نوار یا در فرمت غیروشتاری دیگری ارائه دهیم. همچنین می‌توانیم اطلاعات را به سایر زبان‌ها ترجمه کنیم. در صورت نیاز به اطلاعات بیشتر در هریک از این فرمت‌ها، لطفاً از طریق شماره 0800 479 7979 با ما تماس بگیرید یا ایمیلی به info@wheatley-group.com ارسال کنید.

ہم درخواست پر معلومات کو بڑے حروف، بریل، ٹیپ پر یا کسی اور غیر تحریری صورت میں بغیر کسی لاگت کے مہیا کر سکتے ہیں۔ ہم اس کا دوسری زبانوں میں ترجمہ بھی کروا سکتے ہیں۔ اگر آپ کو ان میں سے کسی صورت میں یہ معلومات درکار ہوں تو براۓ کرم ہمیں 0800 479 7979 پر کال کریں یا info@wheatley-group.com پر ای میل کریں۔

1. Introduction and Purpose

The Heat Network Complaints Policy ensures that our heat network customers have confidence that concerns relating to their heat supply are handled transparently, within defined timescales, and with access to independent redress where issues cannot be resolved locally.

This policy sets out how we handle complaints relating to the supply of heat and the operation of our heat network(s). It should be read alongside our Group Complaints Policy and applies the same principles of fairness, accessibility, learning, and customer focus.

This policy is designed to:

- Ensure complaints relating to the supply of heat and the operation of our heat network(s);
- Meet the requirements of current heat regulation and the Energy Ombudsman Heat Network Supplier Scheme; and
- Provide appropriate consumer protection, including clear escalation routes and access to independent redress.

2. Scope

This policy applies to our customers who receive heating and/or hot water through one of our communal or district heat networks.

It covers complaints relating to the supply of heat and the operation of our heat network(s), including but not limited to:

- Heat and hot water supply (including outages, interruptions, or quality of service);
- Billing, metering, and payments;
- Customer service and communication; and
- Appointments, delays, and service standards.

3. Issues relating to housing management, repairs, or tenancy matters will continue to be handled under the relevant organisational policies, unless they directly relate to the provision of heat supply. Customers who raise mixed issues not relating to heat supply will be redirected within the complaint pathway.

Definition of a Complaint

A complaint is any expression of dissatisfaction from the Group's action, lack of action, or the standard of service provided by us or on our behalf for the supply of heat and the operation of our heat network(s).

A customer does not have to use the word 'complaint' for it to be treated as such. We will always aim to avoid any uncertainty when determining an expression of dissatisfaction is being made, confirm with the relevant consumer that the expression has been recognised as a complaint and explain the next steps in the complaint process.

4. Principles

We will:

- Treat all customers with courtesy, respect, and fairness;
- Make our complaints process easy to access and understand;
- Provide clear and timely responses;
- Put things right where we have made mistakes;
- Use complaints to improve our services;
- Provide additional support to customers vulnerable situations where required; and
- Act in line with applicable heat network consumer protection regulations and Ofgem's Standards of Conduct, ensuring customers are treated fairly, transparently, and not disadvantaged when raising a complaint

5. How to Make a Complaint

Customers, individually or as a group, can raise and progress a complaint about their heat supply:

- By telephone;
- By email;
- In writing; and
- In person (where appropriate).

Customers who raise concerns via social media will be signposted to this policy and the appropriate means for making a complaint

Complaints can be made by the customer directly or by a representative acting on their behalf, authorised through a representation mandate.

In order to be represented by someone else, a mandate form should be completed and sent to us by post or email. Proof of identification should also be supplied for the customer, and the person or organisation representing them. Customers can complete the mandate online or on paper form. They can sign this via wet signature or electronic signature (e.g. Docusign or typed with completed mandate sent in from the customer's email address.)

Customers may also hand a member of staff a completed mandate, for example during a visit.

Further information including a mandate form can be found here - [Representation Mandate | Wheatley Group](#)

Complaints can also be made by made via third party organisations, for example Citizens Advice Scotland, on behalf of a customer.

We will provide reasonable adjustments and alternative formats (for example, large print or translation services) on request.

6. Complaints Handling Process

Stage 1 – Initial Complaint and Frontline Resolution

- We will acknowledge receipt of the complaint within **2 working days**
- The complaint will be investigated by the appropriate service team
- We aim to provide a full response within **5 working days**
- Where this is not possible, we will seek agreement from the customer to extend the timeline to a maximum of **10 working days**
- Where a complaint involves multiple parties, including third-parties, but relates to a matter that falls within our responsibility, we will act as the single point of contact for the customer, co-ordinate with those other relevant parties, keep the customer informed of progress and ensure that the complaint is resolved within the timescales set out in this policy.
- Our response will include:
 - A clear explanation of the outcome;
 - An apology where appropriate;
 - Details of any action taken or proposed; and
 - Information on how to escalate the complaint if the customer remains dissatisfied.

Stage 2 – Review

- If the customer is not satisfied with the Stage 1 response or the handling of the complaint, they may request a review
- A senior officer, not previously involved, will carry out the review
- We aim to respond within **20 working days** of this request.

7. Deadlock and Energy Ombudsman Referral

The customer has the right to refer their complaint to the Energy Ombudsman, which provides a free and independent dispute resolution service, if:

- The complaint has not been resolved to the customer's satisfaction by Wheatley within **8 weeks**; or

- We issue a written ‘deadlock’ letter earlier stating that the complaint cannot be resolved to the customer’s satisfaction.

The Energy Ombudsman can Investigate your complaint independently and award compensation if appropriate. Contact details for the Energy Ombudsman are:

- Website: www.energyombudsman.org/raise-dispute
- Phone: 0330 440 1624
- Address: Energy Ombudsman
P.O. Box 966
Warrington WA4 9DF

If the customer accepts the Energy Ombudsman’s decision, it will be binding on us.

It should be noted that the Energy Ombudsman will not consider housing management, repairs, or tenancy issues unless they directly relate to heat networks.

Such complaints would be handled under the wider Group Complaints Policy, with customers having the right to refer their complaint to the Scottish Public Services Ombudsman (SPSO).

Where a complaint has multiple aspects, customers may be directed to more than one Ombudsman for external review.

8. Advocacy and Advice

The following organisations can provide free independent advice to help with your complaint:

- Consumer Scotland
- Citizens Advice Scotland
- A qualifying public consumer advice body.

Consumer Scotland is the statutory advocacy body, while Citizens Advice and qualifying bodies provide, or arrange for, advice and case support in relation to heat network consumers.

Contact details for Consumer Advice and Citizens Advice are:

www.consumer.scot

www.cas.org.uk

9. Outcomes and Remedies

Where a complaint is upheld or partially upheld, we may:

- Apologise and provide an explanation;

- Take corrective action;
- Review or amend a bill; and
- Make a goodwill gesture payment (where appropriate) to compensate the customer.

Any remedies will be fair, proportionate, and consistent with heat network consumer protection regulations, including requirements relating to fair billing, transparency, and redress for service failure, and will align with Energy Ombudsman and Ofgem guidance.

10. Records and Monitoring

We will:

- Keep accurate records of heat network complaints, including timescales, outcomes, and learning points;
- Monitor trends and themes;
- Use complaint data to improve service delivery and prevent repeat issues;
- Make customers aware of the complaints policy at least annually; and
- Provide complaints information to the Energy Ombudsman as required under the scheme.

11. Links to Other Policies

This policy operates alongside the:

- Group Complaints Policy;
- Data Protection and Privacy Policy;
- Social Media Policy;
- Group Equity, Diversity, Inclusion and Human Rights Policy;
- Group Protecting People Policies; and
- Unacceptable Actions Policy.

12. Review of Policy

This policy will be reviewed every three years, unless a change of legislation warrants earlier, to ensure it remains compliant with:

- Energy Ombudsman Heat Network scheme requirements;
- Ofgem heat network consumer protection regulations; and
- Relevant legislation and best practice.