

Complaints Procedure

Document Reference:	GFU-SOP-002
Version:	1.0
Issued Date:	29/07/2026
Next Review Date	29/07/2027
Owner:	Head of HSEQ - Russell Lingwood
Approved By:	Operations Director - James Bourne

Revision	Author	Summary of Changes	Approved by	Date
1.0	Russell Lingwood	Original	James Bourne	29/07/2026

Our Commitment

Green Frog Utilities Ltd specialises in the design, management and delivery of utility infrastructure and connection services. We are committed to providing safe, professional and high-quality services to all customers. If you are dissatisfied with any aspect of our products, services, communications, installation works or customer support, we encourage you to raise your concerns so that we can investigate and resolve them promptly, fairly and transparently.

Our Commitment to Fair Complaint Handling

All complaints will be handled confidentially, impartially and without prejudice. Raising a complaint will not affect the service you receive from Green Frog Utilities Ltd.

What is a Complaint?

A complaint is any expression of dissatisfaction, whether justified or not, relating to our products, services, customer service, installation activities, or the way we have handled a complaint.

Complaints We Can Help With

Complaints may relate to:

- Utility connection works
- Project delays
- Quality of workmanship
- Site reinstatement
- Damage to property



Complaints Procedure

- Communication and customer service
- Charges and invoicing
- Health and safety concerns
- Any other aspect of services provided by Green Frog Utilities Ltd

Damage to Property

If your complaint relates to damage caused during our works, please provide photographs and any supporting information where possible. We will investigate the matter and, where appropriate, liaise with our insurers to resolve the issue.

How to Make a Complaint

A copy of this Complaints Procedure is available free of charge on request and is published on our website.

You can make a complaint using any of the following methods:

Email: contact@greenfrogutilities.co.uk

Telephone: 01675 488 644

Post: Unit 4, Ninian Park, Ninian Way, Tamworth, B77 5ES

Office Hours: Monday to Friday, 08:00 to 17:00 (excluding public holidays)

Please provide:

- Your name and contact details
- Order or account reference number
- Details of your complaint
- Copies of any supporting documents or correspondence
- Details of how you would like the issue resolved

Our Complaint Handling Process

Stage 1 – Complaint Receipt

We will acknowledge your complaint within 5 working days of receiving it and provide a complaint reference number for future correspondence.

Stage 2 – Investigation

We will investigate your complaint and may contact you for additional information.

Stage 3 – Resolution

We aim to provide a full written response within 10 working days. Where additional time is required to complete our investigation, we will keep you informed of progress and provide an updated timescale for resolution.



Complaints Procedure

Possible outcomes may include:

- Explanation of what happened
- Corrective action
- Product replacement or repair (where appropriate)
- Refund or credit (where appropriate)
- Compensation where justified

If You Are Not Satisfied

If you remain dissatisfied with our response, you may ask for your complaint to be reviewed by a senior manager. We will acknowledge the escalation within 5 working days and aim to provide a final response within 10 working days.

Independent Review and Alternative Dispute Resolution

If we are unable to resolve your complaint, or if your complaint remains unresolved after eight weeks from the date it was first raised, you have the right to refer your complaint to the Energy Ombudsman.

The Energy Ombudsman provides a free and impartial dispute resolution service. The Ombudsman will independently review complaints and may require corrective action to be taken where appropriate.

If you accept the Energy Ombudsman's decision, Green Frog Utilities Ltd will comply with any remedies awarded.

Nothing in this procedure affects your statutory rights.

Energy Ombudsman Contact Details

Post

Energy Ombudsman
P.O. Box 966
Warrington
WA4 9DF

Phone: 0330 440 1624

Email: enquiry@energyombudsman.org

Website: www.energyombudsman.org

Additional Consumer Support

Consumers may also seek free and independent advice from:

Citizens Advice Consumer Service: Website: www.citizensadvice.org.uk



Complaints Procedure

Citizens Advice can provide guidance on consumer rights and help customers understand the complaints process.

Privacy and Data Protection

We will process personal information provided during the complaints process in accordance with applicable data protection legislation and our Privacy Policy. Information will only be used for the purpose of investigating and resolving the complaint.

Support for Vulnerable Customers

If you require additional support due to age, disability, health conditions, language requirements, or personal circumstances, please let us know. We will make reasonable adjustments to ensure our complaints process is accessible and fair.

Final Response

Once our investigation is complete, we will provide a written final response explaining:

- The outcome of our investigation
- Any actions we propose to take
- Any compensation or remedial works offered
- Any further escalation options available to you

Continuous Improvement

Green Frog Utilities Ltd records, monitors and reviews complaints to identify trends and opportunities for improvement. Feedback helps us improve our services, processes and customer experience.

All complaints are recorded and monitored, including the date received, details of the complaint, actions taken and the outcome, to support continuous improvement and compliance with our complaints handling obligations.