

Calisen Metering

Customer Complaints Policy

Our Commitment

Calisen Metering is committed to maintaining high standards of customer service. We recognise the importance of handling comments, complaints and feedback in a fair, consistent and timely manner, and we view all contacts as an opportunity to improve the services we provide to our customers and consumers.

This policy explains how you can raise a complaint or concern and what you can expect from us when you do so.

What This Policy Covers

This policy applies to contacts relating to services provided by Calisen Metering and includes:

- Complaints about the way a service was carried out
- Concerns about conduct, quality or damage
- Missed or failed appointments
- Health and safety concerns
- Comments, feedback and compliments
- Complaints or concerns about how your personal data has been handled

If your complaint relates to another organisation, we may advise you to contact the relevant company directly.

How to Contact Us

You can raise a complaint or provide feedback using any of the following methods:

Telephone

Customer Services: 01942 760403

Email

calisencomplaints@calisen.com

Post

Calisen Metering
1st Floor, Cotton Works
Eckersley Mill One
Pottery Terrace Road
Wigan
WN3 5EX

Calisen Metering Services Limited
Registered in England & Wales

Registered Office: 1st Floor, Cotton Works, Eckersley Mill 1, Swan Meadow Road, Wigan, WN3 5EX
Company Registered Number: 03364728

To help us investigate effectively, please provide as much relevant information as possible, including your name, address, contact details, and any relevant reference numbers or appointment dates.

What Happens When We Receive Your Complaint

When we receive your contact, we will:

- Acknowledge receipt promptly
- Log your complaint and issue a unique reference number
- Assess and investigate the matter thoroughly
- Keep you informed of progress where appropriate
- Respond within agreed service level timescales

Wherever possible, we aim to resolve complaints at the first point of contact.

Investigation and Resolution

Complaints are investigated objectively and impartially. This may involve:

- Reviewing service records and documentation
- Speaking to relevant staff or contractors
- Carrying out additional checks or site visits where required

Once our investigation is complete, we will explain our findings and provide a clear response. Where appropriate, this may include:

- An apology
- Corrective action
- A goodwill gesture or compensation payment (where applicable and justified)

Missed Appointments and Compensation

If Calisen Metering fails to attend a confirmed appointment, compensation may be payable in line with applicable Guaranteed Standards and contractual requirements. Any entitlement will be explained as part of our response.

Escalation of Complaints

If you are dissatisfied with our response, you may request that your complaint is reviewed and escalated. We will ensure it is reconsidered by the appropriate level of management.

You can request escalation using the same contact method as your original complaint.

Complaints About Personal Data

If your complaint relates to how Calisen Metering has collected, used, stored or protected your personal data, please contact us using the details above and clearly mark your correspondence as a **Data Protection Complaint**.

We will investigate and respond in line with applicable data protection legislation.

Data Protection Complaints Compliance

We handle data protection complaints in line with guidance from the Information Commissioner's Office and in compliance with our data protection complaints policy. Our policies and processes are drafted in compliance with the UK General Data Protection Regulation ("UK GDPR") and the Data Protection Act 2018 (including section 164A).

Acknowledgement

We will acknowledge receipt of your complaint within **5 working days**.

Initial Assessment

We will assess your complaint promptly and may contact you within **10 working days** if we need further information.

Investigation

We will:

- Investigate your complaint without undue delay
- Keep you informed of progress where appropriate

Response Timeframe

We aim to provide a full response within **one calendar month** of receiving your complaint.

Where your complaint is complex, we may extend this period by up to **two additional months**. If this applies, we will inform you within the initial one-month period and explain why.

Outcome

- Our response will include:
- A clear explanation of our findings
- Any actions taken or proposed
- Information on your right to escalate

Data Protection Complaints Procedure concerning Buyers & Suppliers

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Where your complaint relates to a supplier, the following process applies:

Step 1: Contact the Supplier Directly

You should contact the supplier first. Suppliers are expected to:

- Acknowledge your complaint within **3–5 working days**
- Provide a response within **10–15 working days**

Step 2: Escalate to Us

If:

- The supplier does not respond within **15 working days**; or
- You are not satisfied with their response

You may escalate the complaint to us. We will acknowledge your escalation within **5 working days**.

Step 3: Our Review & Facilitation Role

Upon escalation, we will:

- Review your complaint within **10 working days**
- Contact the supplier where appropriate
- Facilitate resolution discussions

Resolution Timeframe

We aim to resolve escalated complaints within **20–30 working days**, depending on complexity and supplier responsiveness.

Step 4: Outcome

We will:

- Provide a written outcome
- Explain any actions taken
- Suggest next steps if resolution is not possible

If you remain dissatisfied following our response, you have the right to contact the Information Commissioner's Office (ICO):

5th Floor, 1 Marsden Street
Manchester, M2 1HW

T +44 (0)161 220 1900
F +44 (0)161 220 1919
enquiries@calisen.com
calisen.com



Information Commissioner's Office (ICO)

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

We recommend contacting us first so we can attempt to resolve your concern.

Our Approach to Complaints

When handling complaints, Calisen Metering is committed to:

- Acting fairly, consistently and impartially
- Treating all customers and consumers with respect
- Maintaining confidentiality
- Providing clear and timely responses
- Using feedback to improve our services

Continuous Improvement

All contacts are reviewed to help identify trends, training needs and opportunities for service improvement. This supports our commitment to continuous improvement and quality customer service. This policy is reviewed regularly to ensure compliance with applicable laws and guidance from the Information Commissioner's Office.

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