Complaints Procedure Gasworks London

At Gasworks London, your feedback matters. If our service does not meet the high standards you expect, or if something goes wrong, we want to hear about it. We will review your complaint carefully and work to resolve the issue as quickly as possible.

How We Handle Complaints

Step 1 – Getting in Touch

Please contact us as soon as possible and provide the following details:

- Your full name, address, and telephone number
- Any previous correspondence regarding the issue
- A clear description of your problem or complaint

We will do our best to respond immediately. If that isn't possible, we will take full details from you and begin investigating.

You can reach us via:

- In writing: 23 Shakespeare Road, London, W3 6SG
- By phone (landline): 0208 992 3851
- By email: info@gasworkslondon.co.uk

Step 2 – Investigation and Response

We aim to resolve your complaint as quickly as possible. If a more detailed investigation is required, we will aim to provide our final response within four weeks. If this is not possible for any reason, we will contact you to explain the delay and provide an estimated timeframe for resolution.

Step 3 – Escalation

On the rare occasion that we do receive a complaint, we take it very seriously.
If you have an issue with a product purchased via finance and we have been unable to resolve your issue, please contact TradeHelp Ltd using the following details:

Write:
TradeHelp Ltd
Marchwiel Centre
Bryn Lane
Wrexham Industrial Estate
LL13 9UT
Telephone: 01978 666887
Email: info@tradehelp.co.uk

If your complaint relates specifically to the finance linked to your purchase, you can still notify us; however, we will forward your complaint to your credit provider. Your credit provider will acknowledge your complaint, investigate it thoroughly, and issue their response within eight weeks.

What to do if you cannot reach an agreement

If you are not satisfied with how your complaint has been handled, the outcome, or if eight weeks have passed without a final response, you may escalate the matter to the Financial Ombudsman Service.
You can contact them via:
In writing:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
By phone: 0800 023 4567
By email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Please note that complaints must be referred to the Financial Ombudsman Service within six months of receiving our final response.

If you purchased your insurance online, you can also register your complaint via the Online Dispute Resolution website set up by the European Commission.