

## AXIS CODES OF PRACTICE - GAS & ELECTRICITY

Including our Code of Practice on Complaint Handling and Dispute Resolution.

### Part 1 - AXIS BUSINESS SERVICES

#### Code of Practice on Complaint Handling and Dispute Resolution for Domestic and Small Business Customers.

##### Introduction to our company and services

AXIS is an independent company that supplies gas & electricity services to domestic and business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. We take pride in the level of service that is delivered to you and as a supplier, we take our responsibilities and obligations to you, our customer very seriously. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

##### Purpose of this Code of Practice

This code informs you about our products, services, and customer-care policies. This Code of Practice is published on our website at [www.axisforbusiness.co.uk](http://www.axisforbusiness.co.uk). Additional copies are available on request and free of charge to any domestic and small business customer. It is also available in larger print.

##### How to contact us

Please contact our Customer Service Team 8.30am to 5.30pm Monday - Friday

**By phone:** 0844 875 1950

**By email:** [info@axisforbusiness.co.uk](mailto:info@axisforbusiness.co.uk)

**By fax:** 0844 875 1939

**Website:** [www.axisforbusiness.co.uk](http://www.axisforbusiness.co.uk)

**By letter:** AXIS BUSINESS SERVICES, Utility House, Prospect Street, Hull, HU2 8PX

##### Our commitment to you

We are committed to giving you the highest quality of customer service. When we purchase our services from wholesale providers, we choose those providers carefully to ensure that you get a high-quality service. We make every reasonable effort to supply services that satisfy your requirements. We work to all relevant laws and, regulations and licensing conditions.

For more details on any of our products and services, or to place an order immediately, please contact our Customer Service Team on 0844 875 1950.

You may also purchase our services from local dealers and retailers around the UK. For more information, please contact the Customer Service Team on 0844 875 1950 or see our website [www.axisforbusiness.co.uk](http://www.axisforbusiness.co.uk)

##### Marketing

We work to the principles in the British Code of Advertising, Sales Promotion and Direct Marketing, which are set out on the website [www.cap.org.uk](http://www.cap.org.uk)

##### Terms and conditions

When you subscribe to a service from Axis, we will send you our Standard Terms and Conditions and ask you to sign a contract, if applicable. If you have any questions, please phone our Customer Service Team on 0844 875 1950. We may carry out a credit check as part of our assessment procedures.

Where applicable, the minimum contract term for our services is twelve months. We aim to provide services within twenty eight working days of your original request, subject to the availability and installation of any equipment, where appropriate and the current supplier being compliant in the change. If we need to carry out a survey of your premises we will inform you of the revised timescales as soon as we can.

##### Cancellation

For business customers, the contract is considered to be accepted if you decide to cancel your order or agreement before we have provided the services, you may do anytime until the services are transferred across at no costs to you upon the customer signing the contract and upon acceptance of your application by ourselves. Upon signing the contract there is no cancellation period for our business customers. For domestic customers there is a twelve day cancellation window from the date of signing the contract. If you wish to terminate your contract within the minimum term we will charge you a fee as set out in your contract. After the minimum term you can cancel any service by giving us one month's notice in writing to AXIS, Utility House, Prospect Street, Hull, HU2 8PX.

### **Compensation and refund policy**

Our policy is to assess each claim on a case by case basis. We aim to investigate any claims and respond within 28 working days. Any refunds that are due will be credited to the next month's invoice.

### **Price lists**

Our pricing structure is available from our Customer Service Team on 0844 875 1950 and via our website [www.axisforbusiness.co.uk](http://www.axisforbusiness.co.uk) We will write to you in advance if we change the pricing structure on your products and services.

### **Billing**

We will bill you monthly

You can choose to pay us via a range of options including credit card, cheque and direct debit. These are agreed at the start of your contract. Should you wish to change your method of payment at any time, please call our Customer Service Team 0844 875 1950, however in accordance with the terms and conditions of supply a charge may be applied for payment other than direct debit.

If you have difficulty paying your bill, please contact us on 0844 875 1950 and we will try to arrange a different method of payment. We will do all we can to help our residential and small business customers to manage their bills and avoid disconnection.

### **If you are moving home or office**

Please call our Customer Service Team on 0844 875 1950 no later than 28 days before your move date.

With the following information:

- Your old and new address, including whenever possible postcodes of both properties.
- Closing meter readings for your current property and if possible for the property you're moving into on the day your moving.
- You're moving out and moving in dates.
- A contact telephone number.
- Details of who owns the property - particularly if the property is rented (landlord or letting agent contact details).

### **Complaints**

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team on 0844 875 1950. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

You may also send your complaint to us in writing: AXIS, Utility House, Prospect Street, Hull, HU2 8PX.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. If your complaint is not resolved to your satisfaction, you can take it further within our company, and ultimately to the Managing Director at the above address. If we cannot resolve the problem, we will write to you to say so.

If your complaint has not been resolved within 8 weeks, or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from The Energy Ombudsman PO Box 966, Warrington, Cheshire, WA4 9DF Tel: 01925 530 263 or 01925 530 264

Email: [enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk) Website: [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)

Energy Ombudsman is an independent organisation which is approved by Ofgem to provide an alternative dispute resolution (ADR) service. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

### **Services for people with special needs**

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are older or who may have a disability, including:

- Priority access to the Customer Service Team 0844 875 1950
- Additional help and support if you have difficulty paying your bill

Copies of this Code are available in larger print and other formats on request.

Access the text relay service, rebates for text relay calls for people who have a hearing impairment. Third party bill management for people with cognitive impairments or those in hospital long term.

### **Data protection**

We comply fully with our obligations under the Data Protection Act 1998.