

Publicised Contact Details for Complaints:

Written complaints may be sent to Barton Petroleum Ltd at 6-7 Vaux Road, Finedon Road Industrial Estate, Wellingborough or by e-mail at accounts@bartonpetroleum.co.uk

Verbal complaints may be made by phone to the following numbers Wellingborough Depot T:01933 224317, Leicester Depot T:01162 609390, Watford depot T:01923 233171, Oakley Depot T:01234 822488 and Cotswold Depot T: 01386 579579 or in person to any of Barton Petroleum employees at their respective depots, their addresses can be obtained on the contacts page on the company's website www.bartonpetroleum.co.uk

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded using **Form007 - Complaint Form**.

The person who receives a phone or in person complaint should:

1. Write down the facts of the complaint.
2. Take the complainant's name, address, and telephone number.
3. Note down the relationship of the complainant to Barton Petroleum Ltd (for example: Account number).
4. Tell the complainant that we have a complaints procedure.
5. Tell the complainant what will happen next and how long it will take.
6. Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

For further guidelines about handling verbal complaints, see **Appendix 1**

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to Clive Morin (Managing Director) within one week.

On receiving the complaint, the Depot Manager records it in the reportable occurrences file as a complaint and is logged on the customer's account (If an Account customer).

If it has not already been resolved, the Depot Manager informs the Managing Director who may delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 5 business days. The acknowledgement should say who is dealing with the complaint and when the complainant can expect a response. A copy of this complaint's procedure should be attached.

Ideally complainants should receive a definitive reply within 1 month. If more time is needed to complete the investigation, an agreement between relevant parties shall be reached, a progress report should be sent where relevant.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any actions taken to close out any non-conformances arising from the complaint.

If the Complaint is regarding any compliance issues surrounding the Renewable Fuel Assurance Scheme, Zemo Partnership are required to receive notification once the complaint has been successfully addressed and actions closed out.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, A Customer deadlock letter in CODAS titled (Richard Complaints Deadlock) example **Appendix 2** will be sent out explaining the finale consideration of your complaint and if they are unhappy with the outcome they can refer that complaint to the utilitiesADR, a division of the retail Ombudsman who is authorised by the Government under the Alternative Dispute Resolution service for consumer disputes.

12-14 Walker Avenue, Stratford Office Village, Wolverton, Milton Keynes, T: 0203 598 7390, E:enquiries@ombadr.org, W:www.ombadr.org or www.utilitiesadr.co.uk

Alternatively, you may use the European Commission's electronic form: <http://ec.europa.eu/odr>

The Managing Director may investigate the facts of the case himself or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Variation of the Complaints Procedure

The Managing Director may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a depot manager or senior manager should not also have as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed six monthly to identify any trends which may indicate a need to take further action.

Appendix 1 - Practical Guidance for Handling Verbal Complaints

1. Remain calm and respectful throughout the conversation.
2. Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam".
3. Don't debate the facts in the first instance, especially if the person is angry.
4. Show an interest in what is being said.
5. Obtain details about the complaint before any personal details.
6. Ask for clarification wherever necessary.
7. Show that you have understood the complaint by reflecting what you have noted down.
8. Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g. "I understand that this situation is frustrating for you."
9. If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise.
10. Ask the person what they would like done to resolve the issue.
11. Be clear about what you can do, how long it will take and what it will involve.
12. Don't promise things you can't deliver.
13. Give clear and valid reasons why requests cannot be met.
14. Make sure that the person understands what they have been told.
15. Wherever appropriate, inform the person about the available avenues of review or appeal.
16. Fill in the customer complaints form to register the complaint.

Appendix 2

(CUSTOMER ADDRESS)

Dear (Customer name)

This letter represents our final consideration of your complaint. If you are not happy with the outcome, you can refer your complaint to the Retail Ombudsman (which is a Government approved alternative dispute resolution scheme).

The utilitiesADR, a division of the Retail Ombudsman is authorised by Chartered Trading Standards Institute to provide dispute resolution services and an independent view of your complaint under the Alternative Dispute Resolution (ADR) for Customer Disputes (Competent Authorities and Information) Regulations 2015.

You will need to refer your complaint to them within 12 Months of this letter.

Barton Petroleum Ltd is signed up to the services UtilitiesADR of The Retail Ombudsman and is therefore willing to submit itself to its Alternative dispute resolution procedure.

Their details are as follows:

The Retail Ombudsman
utilitesADR
12-14 Walker Avenue,
Stratford Office Village,
Wolverton Mill,
Milton Keynes
T: 0203 598 7390
E: enquiries@ombadr.org
W. www.ombadr.org or www.utilitiesadr.co.uk

Alternatively, you may use the European Commission's electronic form: <http://ec.europa.eu/odr>."

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