



Managing Your Enquiry or Complaint

What You Can Expect from Us at Energy for Business

At Energy for Business, we aim to give our customers the best possible service. If something goes wrong, we will always investigate and do everything we can to put things right quickly. We have tried to make our complaints process as simple as possible by following a 3-stage approach to managing your complaint. The first step is to contact us as about any concerns you may have.

At Energy for Business:

- We will always treat you with fairness and courtesy
- We will treat in confidence any personal details you give us
- We will try to resolve your enquiry the first time you contact us
- We will clearly explain any action we intend to take to resolve your enquiry – we will always apologise if we have made a mistake and we may make a goodwill gesture or give compensation depending on the nature of complaint and the impact on your business
- If we need more time to investigate your enquiry, we will keep you informed about our progress, usually by telephone or email
- If you are making a complaint, we aim to resolve it as quickly as possible. If we cannot resolve your complaint immediately, we will tell you so and give you the name of the person that will be responsible for managing your complaint
- If you are not satisfied with the way we manage your enquiry or complaint, we will tell you about other steps you can take

What You Can Do to Help

- Let us know as soon as you have any concerns over the service we have provided. The sooner you make us aware of any concerns, the sooner we can put things right for you
- Call us or email us if you believe any of the information, we have provided to you is incorrect and may impact any contracts we have agreed on your behalf with an energy supplier
- Talk to us whenever you have a concern – call us on **01937 842507** or email us at: enquiries@energy4business.co.uk

Making an Enquiry or Complaint

- Energy for Business has been around for over 21-years, and we aim to deliver the best service to our customers. From time to time, where this has not happened, we are committed to investigating and doing our best to put the situation right for you. We continually review our processes and procedures and, as a business, are committed to continuous improvement
- We define a complaint as ‘any expression of dissatisfaction’ made by a customer in relation to our sales or account management service. We are committed and aim to resolve all complaints fully and as quickly as possible

Here are our contact details for you to use at any point in the complaints process:

Complaints relating to energy contracts or our account management service

Phone: 01937 842507 (Monday to Thursday 9.00am-5.00pm, Friday 9am-3.30pm)

For all complaints, you can also contact us at:

E-mail: enquiries@energy4business.co.uk

Write to us: Energy for Business (UK) Limited, 38 Kirkgate, Ripon, North Yorkshire HG4 1PB

Resolving Your Complaint

To resolve your complaint as quickly as possible, we follow a 3-stage process – which we have outlined below:

Stage 1 - Contact us with your complaint

- We will record your complaint, and try to resolve your issue straight away
- We will collaborate with you to resolve your complaint
- If we have been unable to resolve your case straight away, we will tell you and provide you with the name of the person that will be responsible for managing your complaint
- We will update you on progress of your complaint every 10-days or within a timescale agreed with you
- We will signpost you to our complaints handling procedure on our website and offer to send a copy via email or post free of charge

Stage 2 – Working to resolve your complaint

The person responsible for managing and resolving your complaint, will aim to resolve your complaint as quickly as possible. They will keep you informed of progress, until we can fully resolve your complaint

- When your complaint handler first contacts you, they will provide contact details, so you are able to get in touch via any of our contact channels while they are working to resolve your complaint
- Rest assured, we will work hard to resolve your issue within 8 weeks. If at any point you would like to escalate your complaint, you may do so by contacting our Managing Director by emailing: barbara.burgess@energy4business.co.uk

Stage 3 - Making sure you are happy with our proposed solution

- If we are unable to resolve your complaint to your satisfaction, you can request an internal review to try to reach a resolution by emailing: barbara.burgess@energy4business.co.uk
- If after 8-weeks a resolution has not been reached, you have the right to contact the Ombudsman Service: Energy to ask them to review your case
- You may also refer your case to the Ombudsman Service: Energy, if we issue you a deadlock letter before the 8-week period has been reached and you choose not to accept our final offer of resolution

- Ombudsman Service: Energy, is a free to use and impartial service. You can contact Ombudsman Services by:
 - **Post:** Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF
 - **Phone:** 0330 440 1624
 - **Email:** enquiry@ombudsman-services.org
 - **Web:** <https://www.ombudsman-services.org/sectors/energy>

If you have any queries regarding our complaint handling procedure or would like to talk with us further, please contact us on 01937 842507.