

EnergyFlowe Limited – complaints/dispute handling procedures

On receipt of a complaint or issue you are unhappy with (which cannot be resolved without our support and supplier intervention), please call or email me and I will raise a case to be logged via email, with the said supplier within 24 hours, written by me in a clear and concise way detailing the issues you have brought to my attention.

The case will be emailed to the supplier's main point of contact/department responsible for investigating. The email will be followed up by a telephone call ensuring the details have been received.

Regular communication with you 'our customer' (whether by telephone and or email) must be made advising you the case has been logged and supplier timescales (Service Level Agreements "SLA's') it may take to investigate the complaint.

Should the complaint be from a process or procedure which was undertaken by EnergyFlowe I will firstly apologise then carry out an audit to identify where the process/procedure has failed.

My commitment is to identify how and why the complaint/issue has arisen then remedy the case. I value and welcome complaints as a way of putting things right and improving our service.

Once a complaint has been resolved to 'all parties' satisfaction I will email/call to explain the matter has been resolved. As part of resolving your complaint, I will give you an explanation of what went wrong, how the issue was fixed and apologise.

If we cannot agree on a way forward and the supplier has provided me with a final position (a deadlock letter) or if your complaint takes longer than 6 weeks to resolve and you are not happy with the progress, you have the option to contact the Ombudsman. They will carry out a free, independent investigation on your behalf. Any decision they make will be binding on the supplier but not on you, so you can seek further advice if you wish to.

Ombudsman details:

Website - www.ombudsman-services.org

Phone - 0330 440 1624 (open 8am - 8pm Mon-Fri and 9am - 1pm Sat)Email:

enquiry@ombudsman-servces.org

Post - PO Box 966, Warrington, WA4 9DF