

# Complaints Handling Policy

Managing Customer Complaints

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## Customer Complaints Policy

Our members come first. If we have got something wrong, we would like to hear from you so that we can put it right and stop any more similar issues arising. We will treat all complaints with courtesy and respect. Our process is as follows:

1. Understand What Happened
2. Fixing the Problem
3. Explain & Solve The Problem

## Making A Complaint

You can contact us to make a complaint in the following ways:

- Calling us on 0191 300 6363
- Emailing us on [complaints@greenenergyconsulting.co.uk](mailto:complaints@greenenergyconsulting.co.uk)
- Writing to us at Complaints Department, Baird House, Scotswood Road, Newcastle Upon Tyne, NE4 7DF.

## How We Deal With Complaints

When you make a complaint, we will do everything in our power to resolve the problem quickly. Once we receive your complaint, we will try to resolve the problem within five business days.

Within twenty one days of receipt of your summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

The resolution may include an apology; an explanation of what went wrong; a practical action to be taken to correct the problem; and/or a financial award.

If you are not happy with our initial response, your complaint can be escalated to the following contact:

FAO Complaints Escalation, Baird House, Scotswood Road, Newcastle Upon Tyne, NE4 7DF.

A Director will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.

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### Ombudsman Services

Ofgem define a micro-business customer as meeting the below criteria:

*A non-domestic consumer is defined as a microbusiness if they: employ fewer than 10 employees (or their full time equivalent) and has an annual turnover or balance sheet no greater than €2 million; or. uses no more than 100,000 kWh of electricity per year; or. uses no more than 293,000 kWh of gas per year*

If we are unable to address your complaint, you have the right to raise a dispute with Ombudsman Services as the designated Alternative Dispute Resolution provider. This may be in the following situations where the complaint:

- a) reached a "deadlock" position, where the parties involved aren't able to agree a resolution and have reached the end of the complaint process; or
- b) been unresolved for more than eight weeks.

Ombudsman Services provide an independent and impartial Alternative Dispute Resolution service that is free for our customers to use.

We have to accept dispute resolutions proposed by Ombudsman Services, but our customers can choose to reject them.

Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)