



energetik™

How to make a complaint





While we try our best to provide the best possible customer service at all times, things can go wrong from time to time.

If there is something you are not happy with or you feel we have let you down, we want to know.

We take every complaint very seriously and we are committed to resolving the complaint to your satisfaction. We also want to learn from any mistakes to help us improve and change what we do.

Telling us you're not happy

We want to know about it right away so we can get it sorted quickly.

You can do this by:

 phoning us on - **0333 241 4551** - Monday to Friday 8:00am – 6:00pm

 emailing us at - **help@energetik.support**

 writing to us at - **energetik c/o Switch2, The Waterfront, Salts Mill Road, Shipley, BD17 7EZ**

We'll do our best to sort out any issues the first time you contact us. If things are more complicated and we can't do this, we will get back to you within the next 10 working days.

If you contact us by email or by letter, we may try to phone you to discuss the issue as we often find this can bring a quicker resolution for you. However, if you prefer to deal with your complaint in writing we will of course do this.

To resolve your complaint, we will:

- give you an explanation about what went wrong
- do everything to put things right
- apologise if we have made a mistake
- offer a goodwill payment, if it's appropriate

If you're still not happy

We hope you'll be satisfied with the outcome of your complaint. If not, get in touch again and tell us you want your complaint to be referred to our Head of Customer Service. They will carry out an internal review of how we are handling your complaint and update you at every stage. This review should be completed within 10 days.

We'll work hard to try and get a result that you're happy with, but if you're not satisfied with our final decision or if your complaint has not been fully resolved in eight weeks then you can ask for a 'final response' or 'deadlock letter'. In this, we'll explain that we haven't been able to resolve things for you, recap what's happened and what we've suggested, and give you contact details for the Energy Ombudsman.

How the Energy Ombudsman can help you

The energy ombudsman is an independent organisation that will help to resolve things between us if you're not happy with our final decision or if it's more than eight weeks since you complained and we still haven't put things right for you.

The service is completely free, and if you agree with the decision the ombudsman makes, we have to do whatever they recommend. This may mean we have to apologise, explain what has gone wrong, correct the problem or give you a financial award. You do not have to accept their decision.

Energy Ombudsman Services:

Phone: **0330 440 1614** Textphone: **0330 440 1600**

Email: **osenquiries@os-energy.org** Post: **PO Box 866, Warrington, WA4 9DF**



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 www.energetik.london

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