

## Complaints Procedure

Energy procurement UK Limited is committed to compliance and quality.

### Step 1: Queries

If you have any concerns with regards your agreement, please contact the Client Account Manager who assisted you. This is purely so you are discussing the matter with the person who has the clearest understanding of your supplies and the audit history of communications to hand.

### Step 2: Complaints

If you are unhappy with the handling of your query and wish to escalate it, please contact our team on [info@energyprocurement.co.uk](mailto:info@energyprocurement.co.uk) / 0345 337 38 38 and ask for a call back from the Manager. You can also write to us at:

Energy procurement UK Limited  
1 Enterprise House  
41 Reading Road  
Reading  
RG8 7HY

All complaints will be acknowledged upon receipt within 5 working days.

A full audit of communications between you and the Client Account Manager in question will be conducted. This includes but is not limited to; emails, telephone conversations, letters and voicemails.

The time frame in which any issue is resolved is dependent on the complexity and nature of the issue.

We will however attempt to resolve any issue as quickly and respectfully as possible. You will be informed of the required time and provided with regular feedback.

If your complaint has not been resolved within 8 weeks or we are unable reach a mutually agreeable resolution, we will provide you with a Deadlock letter advising you on our final position. Thereafter, you have the right to contact the Energy Ombudsman.



Post:	Phone:
Energy Ombudsman	0330 440 1624
P.O Box 966	Email:
Warrington WA4 9D	<a href="mailto:enquiry@energyombudsman.org">enquiry@energyombudsman.org</a>