

FPA026	Utilities Complaints Procedure		
Owned and authorised by	Director	Issue	Date
		02	Nov 24

Complaints Procedure

All complaints will be treated with courtesy and respect.

Our Responsibilities

- To provide an efficient, fair, and structured mechanism for handling complaints.
- To provide all our customers with access to the complaints handling process,
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- We will meet regularly to review our complaints & procedures so that we can commit to continuously improving.

Summary and how to make a complaint

STEP 1:

We want to try and resolve your complaints as soon as possible, so we urge you to call our customer service team on 01332 604321.

Complaints can be made and managed over the phone or by email or letter:

- Email us at energy@fpaconsulting.co.uk
- Call us on 01332 604321
- Write to: Customer Service Manager, FPA Consulting Limited, 1 St Andrews House, Vernon Gate, DE1 1UJ

Please include this information with your complaint:

- Business name and address
- Contact name & number
- Account number or MPRN, MPAN or SPID (You can find these on any bill)
- Details of the problem and any suggestion of how you would like us to put it right

STEP 2:

Handling Your Complaint.

When we receive a complaint, we will acknowledge your matter via email or in writing within two business working days, giving you a reference number and contact details.

Your complaint will be logged, and we will aim to resolve the problem within seven business days.

If we haven't resolved your complaint within seven business days, we'll contact you to explain why and what the next stage is.

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In the unlikely event your complaint has not been resolved in 8 weeks. We will write to you with your options. In these cases, we will regularly update you on the progress and likely timeframe for resolution.

STEP 3:

We will advise you in writing of the outcome of your complaint.

Your Options

If you are unhappy with our final resolution, we have reached deadlock, or it is taking too long to resolve your complaint (8 weeks or more) then you are welcome to contact the Energy Ombudsman Services.

Energy Ombudsman Services offer an alternative dispute resolutions scheme (ADR Scheme), so if you are unhappy with our final decisions, we have reached a deadlock, or we haven't resolved your issue in 8 weeks, you can raise a complaint by contacting them as follows:

- Tel: 0330 4401624 (Monday to Friday 08:00 to 18:00)
- Web: www.energyombudsman.org
- Write to them at PO Box 966, Warrington, WA4 9DF.

The Energy Ombudsman ADR Service is impartial and free of charge.