



## EXTERNAL COMPLAINTS PROCEDURE

THE ENERGY CHECKING COMPANY

TEC-PRO-321-A

# EXTERNAL COMPLAINTS PROCEDURE

## THE ENERGY CHECKING COMPANY

### 1.0 INTRODUCTION TO EXTERNAL COMPLAINTS PROCEDURE

Our complaints procedure is designed to help you make sure that all your queries are answered to your satisfaction. There are several steps you can follow to make sure your points are fully answered.

### 2.0 REFERENCE DOCUMENTATION

This process shall be read and implemented in conjunction with the following documentation; There is no documentation which accompanies this policy. .

- ✓ TEC Customer Complaints Form
- ✓ TEC Investigation Form

### 3.0 RESPONSIBILITIES

#### Director:

- ✓ Speak with the customer if the complaint has been escalated and agree a positive outcome where possible
- ✓ Present any findings to the customer and discuss their concerns.

#### Compliance Manager:

- ✓ Speak with the customer gather any facts and evidence
- ✓ Present to the directors highlighting any concerns and what the possible outcomes may be

#### HR Manager:

- ✓ Store documentation onto the server
- ✓ Ensure the process has been followed by meeting regular with the compliance manager
- ✓ Raise any concerns with senior management and create a action report to address any future issues which may occur

## 4.0 PROCESS

### *4.1 Step 1 – Engage with us*

We have a dedicated compliance team open from 8am to 5pm Monday to Friday, where you can talk to people who are ready to help and answer any questions you have.

When you telephone us with a problem our compliance officer will attempt to resolve matters with you while you are on the call. However, if necessary your complaint will be escalated to the appropriate manager. We aim to respond to any query or complaint within 7 working days, however in some cases it may take up to 14 working days depending on complexity. You will be notified via your expressed method of contact should this happen.

If you write to us with a problem, we aim to fully resolve matter within 14 working days upon receive your letter. Please include your name, number and full address so we can contact you back. We may try to contact you by telephone to help with this resolution more effectively.

If we cannot resolve your complaint fully or have not agreed a form of resolution within the 14-day period after your first contact, then you can proceed to the next step.

#### ***4.2 Step 2 – Referred to Head of Compliance***

Following Step 1, if the complaint has not been resolved to your satisfaction, then you can raise the matter with our Head of Compliance, who will undertake a review and aim to reach a resolution within 7 working days.

You can contact the Compliance Team, providing your name, full address, as follows:

Email: [welcome@theenergycheck.co.uk](mailto:welcome@theenergycheck.co.uk)

Phone: 0191 691 1796

Post: Compliance Team

The Energy Checking Company Limited

4 Waverley

South Shields

Tyne & Wear

NE33 1LE

#### ***4.3 Step 3 - Ombudsman Services: Energy***

If you've not received a response you're happy with from our Head of Compliance, and six weeks have passed since you first complained to us, or we have sent you explaining no resolution can be agreed, you can contact Ombudsman Services: Energy.

You may be referred back to us if you've not escalated your complaint via our complaints process outlined in steps 1 and 2.

Here's how to contact the Ombudsman Services: Energy:

Phone: 0330 440 1624

Textphone: 0330 440 1600

Email: [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)

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