

Last Updated: 18th July 2022

Experienced Energy Solutions (EES): Complaints Procedure

Experienced Energy Solutions aim for everyone to be happy with our service, however, we know that sometimes things can go wrong. If you have a complaint, we'll do everything we can to resolve it with you as quickly as possible.

Opening hours: Monday to Friday from 09:00am to 17:00pm

We are closed on Saturday, Sunday and Bank Holidays

You can contact us with your concerns via the following methods:

Account Manager: Please contact your dedicated Account Manager in the first instance or alternatively contact our customer services team on:

Telephone: 0121 274 3573

Email: hello@experiencedenergy.co.uk

Website: www.experiencedenergy.co.uk

Post: Experienced Energy Solutions Azets, Ground Floor, Ventura Park Road, Tamworth, B78 3HL

Opening hours: Monday to Friday from 09:00am to 17:00pm

We are closed on Saturday, Sunday and Bank Holidays

What is needed: To allow your Account Manager / EES representative to investigate and resolve your concerns, please ensure that you provide them with the following:

- Your name
- Company name
- Company address
- Telephone number
- Email address
- An explanation of your concerns

Next steps upon receipt: Upon receipt of this information, Experienced Energy Solutions will look to acknowledge your complaint within 48 working hours and aim to resolve the matter within 10 working days. However, whilst we will make every effort to resolve your complaint as soon as possible, there are some circumstances in

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SAVING YOU TIME, MONEY AND ENERGY

which this may take longer. If it does take longer than this, we will keep you updated with the progress of your complaint and an anticipated resolution date.

Data Handling and storage: Please note Experienced Energy Solutions will keep a record of all complaints received and any relevant details that correspond to the complaint via our CRM system.

Escalation of a complaint to the Ombudsman: If at any point you are unhappy with the outcome of the complaint raised you can refer and escalate this directly to the Ombudsman Service. You can also contact the Ombudsman if Experienced Energy Solutions are not able to resolve a complaint directly or if a complaint has not been resolved within eight weeks. The Ombudsman service is impartial and free for all clients.

Website: www.ombudsman-services.org/complain-now

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

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

Phone lines are open **Monday to Friday 8am until 8pm** and **Saturday 9am until 1pm**. We are closed on Sunday and Bank Holidays.

03 numbers, introduced by Ofcom, are an alternative to chargeable 08 numbers such as 0845. Calls to 03 numbers cost the same as, or less than, calls to 01 and 02 prefixed numbers and are included as part of any inclusive minutes or discount package.

These rules apply to calls from any type of line including mobile, fixed line or payphone.

Continuous Improvement: Whilst Experienced Energy Solutions will make every effort to resolve your complaint there will be instances where this may not be possible due to certain individual circumstances and other solutions maybe needed however EES endeavour to to always strive for better and will continuously improve our processes and procedures.

Please be polite to our team: Experienced Energy Solutions understand that complaints can be emotive and customers who contact us may be angry or upset. We will always do our best to help. We also have a duty of care to our employees and ask that our clients are polite to our team. We will not tolerate any abuse of our people.