

COMPLAINTS HANDLING PROCEDURE

Customer satisfaction is of foremost importance to ElectroRoute and we will always endeavour to provide a high level of customer service. However, we want to hear if you feel otherwise. This procedure sets your rights and will guide you through the process of raising a concern with us. When a concern is raised, we will strive to:

- Guarantee that the complaint is dealt promptly and with care;
- Ensure complaints are kept strictly confidential;
- Take all appropriate measures to find a fair solution;
- Provide the customer with a satisfactory explanation of the issue, an honest apology and an appropriate level of compensation, depending on the outcome of the complaint;
- Take the necessary mitigating actions to prevent issues of this nature arising in the future.

We are here to ensure you experience a high-quality service, we will always engage with you and do our best to solve the issue in the minimum time possible.

HOW TO MAKE A COMPLAINT

You can initiate and progress your query orally or in writing at your discretion, using either of the options below.

CONTACT US

Postal Address:

ElectroRoute Energy
Pure Offices
Wilton Drive
Warwick
CV34 6RG
United Kingdom

E-mail: enquiries@electroroute.com

Phone: + 44 (0) 1 926 674148

Please provide as much detail of the issue as you can, since this will help us to expedite the resolution process.

HOW YOUR COMPLAINT WILL BE HANDLED

Upon receipt of a complaint, we will record it internally and you will be notified of the name of the person looking after your case, his/her contact details and the complaint reference number assigned to your case.

We will do our utmost to alleviate the issue as soon as possible and always within the following timeframes:

- For minor complaints, this could happen within the same day of the complaint;
- If a complaint requires more attention due to its complexity, we will seek to resolve it within 4 weeks;
- If after we have offered you a solution, you remain unsatisfied, you can request that the query be escalated to our Customer Service Manager, who will review your case and respond to you within 2 weeks.
- We will never take more than 8 weeks to resolve any complaint.

HOW YOUR COMPLAINT WILL BE RESOLVED

Each complaint will be dealt with individually and the actions involved in resolving each complaint will differ from case to case. The following methods may likely be used to settle your complaint:

- An explanation regarding the complaint;
- An honest apology if we were at fault in any way;
- Corrective action may be taken to offset any losses suffered by the customer, which will be paid to the customer within 14 days or one billing period when the compensation is in the form of credit.

When ElectroRoute deems a complaint resolved, we will inform you in writing indicating that your case is closed.

However, if you are dissatisfied with the way we are handling your query or with our resolution, you may refer your complaint to the Citizens Advice Bureau or to the Energy Ombudsman.

INDEPENDENT HELP AND ADVICE

You can obtain independent and impartial advice throughout any stage of the complaints process by contacting Citizens Advice, which provides free, confidential advice on complaints processes to customers.

Citizen's Advice can be contacted via the following:

Web: <https://www.citizensadvice.org.uk/energy/>

Phone: 03454 04 05 06 (For a Welsh speaking advisor: 03454 04 05 05)

You can also complete the Citizens Advice's "Consumer Energy Query" form [here](#) or download their "Know Your Rights" [here](#).

ENERGY OMBUDSMAN

In the unlikely event that we haven't been able to resolve your complaint within 8 weeks or you are unsatisfied with our resolution and we have sent you a deadlock letter, you may contact the Ombudsman for a free and independent review of your case. However, note this alternative dispute resolution mechanism is only available to you if you are a Microbusiness customer. You are a Microbusiness customer if your business meets at least one of the following criteria:

- Consumes less than 100,000 kWh of electricity a year; or
- Consumes less than 293,000 kWh of gas a year; or
- Has fewer than 10 employees (or full-time equivalent) and an annual turnover or balance sheet total not exceeding €2m.

ElectroRoute will inform you when your complaint is 8 weeks old, so you can submit your query to the Ombudsman. The Ombudsman's decision will be binding on us if you decide to accept it.

The Energy Ombudsman can be contacted via the following:

Post:

Ombudsman Services Energy
PO Box 966
Warrington
WA4 9DF

E-mail: osenquiries@os-energy.org

Phone: 0330 440 1624

Website: <https://www.ombudsman-services.org/sectors/energy/complain-now>



No. 2 Pure Offices, Wilton Drive
Tournament Fields, Warwick.
England CV34 6RG

T: + 44 (0) 1 926 679 704
E: enquiries@electroroute.com
W: www.electroroute.co.uk

MORE INFORMATION

For further information or if you would like to request a copy of this procedure free of charge please contact our Customer Service team.

CONTACT US

We welcome questions, comments and requests regarding this statement and our processing of personal information. Please send them to:

Postal Address:

ElectroRoute Energy
Pure Offices
Wilton Drive
Warwick
CV34 6RG
United Kingdom

E-mail: enquiries@electroroute.com

Phone: + 44 (0) 1 926 674148

