Transparent Utility Consultants Ltd

Complaints Policy

If you have a Complaint, lets resolve it

If you are not happy with the service you have received from Transparent Utilities Consultants, we want to hear about it, deal with the situation quickly and put measures in place to stop it happening again.

How we handle your complaints

1. **Introduction**

   Transparent Utilities Consultants are committed to providing the best possible services which meet our client's needs, whilst ensuring that they are all treated professionally, fairly and with respect.

   We aim to provide a quality service; however, we recognise that sometimes things can go wrong, or you may be unhappy with the service received. To help us continually improve our services, we encourage your feedback

If you wish to make a complaint, we will ensure that: –

- Your complaint is treated seriously and in a timely manner.
- Your right to use our services will not be affected because you have made a complaint.
- Your complaint will be handled fairly and without bias.

  Transparent Utilities Consultants aim to resolve 98% of all complaints within ten working days. Where this is not possible, we will endeavour to keep the complainant updated regularly and at every point of progress.

  All complaints remain confidential and are managed in line with the Data Protection Act 2018.

A complaint can be made in the following ways:

Via Telephone: To the sales agent you have been speaking to, alternatively please call us on 0116 2366795

Via e-mail to: Complaints@Transparentutilityconsultants.com

In writing to: Complaints Department, Transparent Utility Consultants, 58A Rosemead Drive, Leicester. LE2 5SF.

Complaint handling process:

Process for complaint handling: directly from complainant

The following approach will be adopted in all cases:

- On receipt of the letter or email, Transparent Utilities Consultants will log details of the complaint on the complaints register.
- You shall be offered a copy of this complaints policy and the complaint will be acknowledged within 72hrs of receipt. (Between Monday – Friday, 9am-5pm) via email or telephone.
- You will be contacted by a relevant representative to discuss & investigate the complaint (either by email or by telephone) with a detailed record being taken.
- During the investigation we will keep you updated regularly.
- If you do not agree with the outcome, your complaint will be referred to the Complaints Manager whose decision will be final.
- If you are a Micro Business and do not agree or your complaint is greater than 8 weeks old, you are able to escalate the complaint to Ofgem (Ombudsman Service). Their service is free and impartial

Process for complaint handling: (via a 3rd party on behalf of the complainant)

The following approach will be adopted in all cases:

- On receipt of the letter or email, Transparent Utilities Consultants will log details of the complaint on the complaints register.
- The 3rd party shall be offered a copy of this complaints policy and the complaint acknowledged within 72hrs of receipt. (Between Monday – Friday, 9am-5pm) via email or telephone.
- You and/or the 3rd Party will be contacted by the relevant representative to discuss & investigate the complaint (either by email or by telephone) with a detailed record being taken.

- During the investigation, we will keep you and/or your 3rd party updated regularly, prior to a response and / or decision as to whether the complaint is upheld in writing. Let us know if you want to receive all communications, alternatively we can work with your 3rd party on your behalf.

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COPIES OF ALL COMMUNICATIONS WILL BE KEPT AND RECORDED.