**EDO COMPLAINTS HANDLING PROCEDURE**

As part of our commitment to quality, we have a structured complaints process in place to ensure that all our customers are treated fairly, with courtesy and respect.

**Step 1 - Querying your contract**

If you feel that any of the information that we have submitted to a supplier on your behalf is inaccurate or feel that you did not agree to any aspect of the agreement, we ask that you contact the person who advised you in the first instance. This is primarily so that you are speaking with the person who has the best understanding of your supplies and has an audit history of communications to hand. We will do our utmost to resolve your query right away.

**Step 2 - Raising a complaint**

If you are unhappy with the handling of your query and would like to escalate to the next stage, please email info@energydealsonline.co.uk stating your full details.

Alternatively, you can call us on 02079002013 and request a call back from a Team Manager. They will respond to your request within 2 working days and take further details of your enquiry

**Investigating your complaint**

Upon receipt of your escalated complaint, the line manager will complete a full audit of communications between you and the advisor in question. This includes but is not limited to; emails, telephone conversations, letters and voicemails. An initial response should be carried out within 5 working days of the complaint being raised and we will keep you regularly updated with progress.

**Resolving your complaint**

If your complaint is upheld, the line manager will inform you both verbally and in writing. They will apologise for any errors made and highlight any further action to be taken to prevent further occurrences. We will provide you with an explanation of what has gone wrong and what we are doing to put things right; this may include offering a gesture of goodwill or providing compensation.

If your complaint is not upheld, we will outline why this is the case and provide you with the evidence we have gathered supporting this decision. The outcome of our investigation will be provided to you both verbally and in writing.

**Step 3 – Independent help & advice**

**Ombudsman Services – Energy – effective from 1st December 2022**

If your complaint has not been resolved within 8 weeks or we are unable reach a mutually agreeable resolution, you will be able to raise a dispute with Ombudsman Services from 1st December 2022. Ombudsman Services provide an independent and impartial Alternative Dispute Resolution service that is free for you to use.

You may contact the Ombudsman in any of the following ways:

Website: www.ombudsman-services.org Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org Post:

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

If you are not satisfied that your complaint has been resolved prior to the 1st of December 2022 and want independent advice, you can contact the Utilities Intermediary Association (UIA). They provide an in independent customer redress scheme and be contacted in the following ways:

Website: https://uia.org.uk/

Email: enquiries@u-i-a.org

Post: The UIA Board, PO Box 355, Tundbridge Wells, TN2 9ED

Alternatively, you can raise your complaint directly with the supplier concerned, informing them that you have attempted to resolve the complaint with us in the first instance.