

POWER PLUS TEL

Independent Commercial Utility Brokers and Consultants



COMPLAINTS PROCEDURE

At Powerplus Tel (PPT), we strive our best to ensure that our customers receive the best possible service always. If however any of our customers are not satisfied with the level of service provided by us, we will endeavour to resolve any complaint as soon as possible.

Contact us

Please contact us if you wish to raise a complaint and we will aim to resolve the issue as quickly as possible.

By phone: 0203 0393060

By email: sales@powerplustel.co.uk

Complaints Procedure

If you have a genuine reason to complain, the following procedure will advise you:

- How to make a complaint
- How we will proceed with your complain promptly, fairly, and effectively
- What are your alternative options in the unlikely event if you are not satisfied with our response

Powerplus tel has been operational since 2004 and our service standards are second to none. We have a professional & strong account management skills to quickly and fairly respond to settle any complain if you were to raise. If we find your complain is genuine and a mistake has really happened from our side, we will wholeheartedly apologise and a corrective action will be taken internally so that such mistakes from our side doesn't happen again. Depending on the weightage and depth of the complaint we might even award you a compensation as deemed fit.

Handling procedure

1. Our aim is to settle your complaint as soon as possible. We will acknowledge the receipt of your written complaint initially either by email or by post ASAP it is practically possible before we start the investigation process.
2. While our investigation are in process, we shall keep you updated on the progress. In the unlikely event if this investigation process has exceed four



weeks from the date of complaint receipt, we shall inform you in detail in writing, the status and the reason for such a delay in finding out the solution. If such is the case, we will also explain the time frame further required to sort the issue.

3. If you are unhappy with our above initial response you can ask us to review your complaint again and provide us with any additional relevant information which may support your complaint. Within 4 weeks from this point we will provide you with our final response after reviewing the whole complaint along with the additional information provided. If our final response is inconclusive or unable to sort your complaint to your satisfaction, we shall advise you with your available options. If you are a microbusiness, on request we shall issue a deadlock letter from us which enables you to refer your complaint to Energy Ombudsman, who are authorised Ofgem for handling energy disputes. You can also take advice from the Citizens Advice Bureau in the meanwhile

Citizens Advice Bureau

You can approach The Citizens Advice consumer service who can provide you with independent and impartial advice to gas and electricity customers.

You can contact their adviser through national phone service:

Adviceline (England): [0800 144 8848](tel:08001448848)

Advicelink (Wales): [0800 702 2020](tel:08007022020)

Ombudsman Services:

For handling the disputes between the consumers and energy suppliers, you can approach the Energy Ombudsman approved by Ofgem – who's details are as below

- Website: www.ombudsman-services.org
- Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF
- Phone: 0330 440 1624
- Email: enquiry@ombudsman-services.org

Ofgem's Complaint Handling Standards Regulations

We must handle complaints from customers as set out by the energy regulator, Ofgem. These regulations are called The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.