



Customer Complaints Procedure

At Simply Save Energy, we endeavour to offer the highest level of service at each stage of your journey with us.

We welcome any feedback and constantly look to improve. However, if a customer feels dissatisfied with any part of our service, we welcome the opportunity to put things right.

How Do I Make A Complaint?

If something does go wrong and doesn't meet your expectations please get in touch with us at the earliest opportunity so we can look to put things right as soon as possible.

If you would like to raise a complaint, you can let us know by phone, e-mail or post.

- Phone: 0208 144 1214
- E-mail: complaint@simplysaveenergy.co.uk
- Post: Simply Save Energy Ltd
27 Old Gloucester St, London, WC1N 3AX

We will investigate any issues and aim to rectify any issues promptly, where possible.

What will happen next?

Stage 1

We will send you a written or electronic acknowledgement of a complaint within 24 Hours of receiving it. A dedicated executive will be assigned to handle the complaint and their contact details will be provided in the acknowledgement. All complaints will be recorded, including the date of the complaint was raised and details of when you were updated.

Stage 2

Upon receipt of the escalated complaint, we will execute a full audit of communications between you and the advisor in question. This includes but is not limited to emails, telephone conversations, letters and voicemail. We aim to get back to you within 5 working days with an outcome and you will be updated every 2 working days until the complaint is fully resolved.

Stage 3

If you're not satisfied with the resolution of your complaint, or you're not happy with how we've dealt with things, we will carry out an internal review of your case. We'll look into how we've handled it and the resolution offered. We will let you know what the outcome of the review is and the reasons for our decision. We will normally take less than 2 working days to carry out the review but in the absence of new evidence or material flaws being evident in our findings, it is unlikely to change the outcome of our investigation.



We will send you a final resolution which adequately addresses the complaint no later than eight weeks from receiving a complaint.

The resolution of your complaint might include actions to put our mistake right, an apology, an explanation, or compensation depending on the severity of the complaint and whether the complaint was caused by a genuine error or malpractice/negligence, the advisor will receive documented training or be disciplined in line with the company's disciplinary process.

What do I do if I am not satisfied?

If your complaint has not been resolved within 8 weeks or we are unable to agree a resolution, you may be able to seek help from Ombudsman Services Energy who can investigate the complaint further for you.

Ombudsmen Services provide an independent and impartial Alternative Dispute Resolution service that is free for you to use.

You may contact the Ombudsmen 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