

Complaint Handling Procedure Guide for Energy Brokers

As a member of the Ombudsman Services Energy Broker ADR Scheme you need to have a complaint handling procedure which;

- Is visible and accessible on your website (if you have one).
- Is available by email or post for free on request.
- Provides the necessary contact details for clients needing to make a complaint.
- Explains the steps in your complaint handling process.
- Makes it clear that clients making complaints will be treated with courtesy and respect.
- Sets expectations around timescales, including when clients can expect a response.
- Keeps a record of the complaint, including relevant details such as dates a complaint was received.
- Clearly communicates the circumstances in which a client can escalate their complaint to Ombudsman Services. This should include reference to them being informed should you not be able to resolve their complaint directly, or if it's been unresolved for more than eight weeks.
- Makes it clear that our service is impartial and free for your clients to use.
- Add in the contact details for Ombudsman Services as follows:

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

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

We recommend that your complaint handling procedure;

- Reinforces your commitment to continuous improvement.
- Explains how a complaint might be resolved for example apologising, making a goodwill gesture or giving compensation.
- Allows complaints to be made and progressed through each stage of the process either by phone, in person, or in writing (including by email).