

TRUSTED ENERGY - STANDARD COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE

Trusted Energy is committed to:

- Recognising our customers and other interested parties have a right to raise a concern.
- Resolving any issues or problems customers, or others, may have with our products or services in an effective, respectful, and professional manner.
- The continual improvement of the quality of our products and services; and
- Aspiring to exceeding the standards specified in the TPI Code of Conduct by organisations such as Energy Managers' Association (EMA) and The Utilities Intermediaries Association (UIA).

We will demonstrate this commitment by:

- Providing adequate resources, including appropriately trained, qualified and supervised personnel, to enable us to manage customer complaints efficiently and effectively through documented systems and work procedures.
- Addressing each complaint in an equitable, objective, and unbiased manner, with a view to a fair and reasonable outcome.
- We provide an easily accessible complaints process for our customers and one in which our Customer Service Consultants ("Consultants") display respect and empathy.
- Responding quickly to any complaints in a professional, courteous, and fair manner, and aiming to resolve all concerns at the customer's initial contact.
- Keeping customers informed on the progress of their complaint either by telephone or in writing until the matter is resolved.
- Advising customers of their right to escalate complaints to more senior staff within Trusted energy or, if the issue is still not resolved, to the Ombudsman (or other appropriate organisations), and by providing contact details where requested.

- Respecting customers' privacy, and the need to keep personal information confidential.
- Recording, monitoring, and reviewing complaints in order to identify any trends, and take appropriate steps to rectify potential problems.
- Reviewing our complaints handling process regularly to ensure our systems meet customers' needs; and
- Being accountable for effective complaint handling and taking those steps necessary to ensure continual business improvement.

Where a disagreement arises between Trusted Energy and a customer, the Procedure outlined below shall apply. The steps involved in the Procedure are as follows:

- a. A customer should first telephone the Trusted Energy Customer Contact Centre for electricity and natural gas on 08443 352835. Consultants receiving these enquiries are trained in the effective handling of complaints and resolution of disputes.
- b. Alternatively, a customer may wish to address their complaint in writing. This correspondence should be addressed to:

Trusted Energy Limited
7 Ryal Crescent
Newcastle upon Tyne
NE20 0BX
Email: contact@trustedenergy.co.uk

- c. Trusted Energy aims to resolve all written complaints promptly. All complaints will be acknowledged within five days of submission. The Consultant will then assess the expected time frame for resolution based on the complexity of the complaint. The Consultant will then provide the customer an expected timeframe for resolution.
- d. Our customer management system is used to log the nature of all complaints and customer feedback. This data is reviewed by appropriate personnel to identify trends and to highlight areas for improvement with our products and services.

e. If a complaint remains unresolved on the first contact (whether by phone or in writing), or beyond what the customer considers a reasonable time frame, the customer can request to escalate the matter further by requesting an escalation to a Senior Manager.

f. Trusted Energy seeks to resolve any complaints directly and as quickly as possible but if the complaint continues to remain unresolved or it has been unresolved for more than eight weeks, the customer has the right to engage an external dispute resolution party such as Ofgem, Consumer Service of Citizens Advice or escalate their complaint to Ombudsman Services, as detailed below.

www.ofgem.gov.uk

www.citizensadvice.org.uk

Name: Energy Ombudsman

Website: www.energyombudsman.org

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

Phone: 0330 440 1624 (*Monday to Friday, 8am to 8pm, and Saturday, 9am to 1pm*)

Email: enquiry@energyombudsman.org

CONFIDENTIALITY

Trusted Energy is committed to compliance with the laws that protect your personal information.

During any complaint procedure, we will keep your personal information confidential and will not disclose it to third parties except as may be permitted or required under the Data Protection and Privacy Act. We will always maintain the confidentiality of your personal information.