

Complaints Procedure

In the unlikely event you have a complaint



Putting Things Right

Excellent client service is vitally important to us. If our clients are unhappy with any part of our service, we do our best to put things right. We treat any complaint as an opportunity to learn and improve our processes. If you're unhappy with any aspect of our service, please let us know so we can quickly address and resolve the issue.

1

Stage One

Most issues can be resolved quickly and informally by talking directly with the Client Services team during stage one.

2

Stage Two

If they cannot resolve your concerns, or if you don't wish to discuss the issue with the person involved, please let our Client Services Manager know. You can do this by writing to us at:

Client Services Manager
Tritility Limited, Strathmore House
Rolling Mill Road, Jarrow
NE32 3DP

When writing to us, please include:

- What's happened
- Why you're dissatisfied
- How you would like us to put things right

Alternatively, you can email clientservices@tritility.com or call us on **0191 367 5000**.

We aim to address your complaint within five working days and provide a substantive response and resolution within 28 working days. Please note that if we need to liaise with a third party (e.g. a supplier) the process may take longer, but we'll let you know when you can expect a full response.

3

Stage Three

If the matter is still unresolved after stage two, your complaint will be passed to our Compliance department. They will review whether there are any further steps we can take to reach a resolution.

4

Stage Four

If you're a microbusiness and we're not able to resolve your complaint directly, your complaint reaches eight weeks, or you receive a deadlock letter from us, then you're welcome to contact the Energy Ombudsman.

We subscribe to their Alternative Dispute Resolution scheme so that customers have access to their free and impartial dispute resolution service.

For more information, please visit www.energyombudsman.org

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

Phone: **0330 440 1624**
Email: enquiry@energyombudsman.org
Membership number: **C3STRIT01**

