

## Energy Price Saver Ltd

### Complaints Procedure

#### Introduction

Energy Price Saver Ltd (EPS) seeks to provide a first class service for all of our customers. However we understand that occasionally we may not achieve every aspect of that goal. Should this happen EPS have in place this complaint procedure to ensure your concerns are both addressed and resolved.

EPS promises that in the event you make a complaint to us we shall be courteous and be respectful in our dealings with you at every stage.

A copy of this complaint procedure can be freely requested. Just let us know if you wish to receive it by post or email.

EPS sets out below how our complaint procedure works and the steps you are responsible for if you wish to complain. EPS also sets out your rights to complain to the Ombudsman if you are not satisfied with the outcome of our review of your complaint.

#### The procedure

##### Contact us

Please contact us by email, telephone or post.

Email: [Help@EnergyPriceSaver.com](mailto:Help@EnergyPriceSaver.com)

Telephone: 01524 259 200

Post: 37 Pinewood Ave, Bolton Le Sands, Carnforth. LA5 8AR

Our team are available Monday to Friday 9am to 5pm.

#### Acknowledgement

Within two working days of receiving your complaint we will send you an acknowledgement. We will inform you of the details of the complaint manager who will deal with your complaint. If possible your complaint manager will be someone other than your previous main point of contact.

#### Additional information or clarification

Your complaint manager may contact you seeking additional information / clarification, or documentation as to the issues raised.

#### Our decision

Within ten working days of the complaint acknowledgement we will let you know the outcome of the investigation. If we are unable to let you have our decision within ten working days we will update you on the progress and the anticipated date for providing our decision. A complaint may be resolved by apologising, making a goodwill gesture or compensation.

#### Your decision

Within ten working days of you receiving our decision you should let us know if you accept our decision. If you do not accept the decision then you will need to provide reasons for not accepting the decision. If you do not accept the decision, it will be helpful if you can provide copies of any additional documents / information that will assist in the review of the initial investigation.

#### Decision review

If you do not accept our initial decision and ask EPS to review that decision we will carry out a review. The outcome of that review will be provided within ten working days of you telling us your decision. If the decision cannot be made within ten working days we will update you as to a revised decision date. And we may ask you for additional information / clarification & documentation of issues raised.

#### Eight-week letter

Eight weeks after we EPS first received your complaint we shall send you an eight-week letter. Once you have received this letter you are entitled to complain to the Ombudsman.

#### Deadlock letter

If you reject the decision made by EPS (either the original decision or a revised decision) we will send you a deadlock letter. This confirms that you have rejected our decision as to your complaint. Once you have received this letter you are entitled to complain to the Ombudsman.

#### The Ombudsman

If you are a microbusiness you are entitled to take your complaint to the Ombudsman should your complaint not be resolved either eight weeks after the complaint was first made to EPS or once you have received a deadlock letter from us, whichever is sooner.

The Ombudsman is an independent body that decides the outcome of disputes between EPS and our microbusiness customers. There is no charge to you for the Ombudsman's services and their services are impartial.

If you accept the Energy Ombudsman's decision EPS must honour the decision. You are not bound to accept the Energy Ombudsman's decision.

#### The Ombudsman's contact details:

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org) (emails responded to within five working days)

Telephone: 0330 440 1624 (8am-8pm Monday to Friday, 9am-1pm Saturday)

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

Website: <https://www.ombudsman-services.org/>

#### Citizens Advice Bureau

For free independent, confidential and impartial advice you can also contact the Citizens Advice Bureau.