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**SWITCHU: Complaint Handling Procedure, protecting our customers**

**Version 1.0**

As a proud member of the Energy Ombudsman Broker ADR Scheme, we have a fully documented complaints handling procedure, which is outlined within this document. We take customer satisfaction seriously and will ensure you are always treated fairly.

**Our commitment**
Alongside ensuring our people are trained to deliver the highest levels of customer satisfaction, we will always ensure that our customers can express their dissatisfaction, should our exacting standards ever fall short. Switchu operates a clearly documented complaints policy and we promise that this policy will:

* Be visible and accessible on our website www.switchu.co.uk
* Be Available on request, for free via email hello@switchu.co.uk or by post at SwitchU-UK Limited, 20 Wenlock Road, London, England, N1 7GU
* Include the necessary contact details to direct your complaint quickly and promptly
* Will ensure consistency and that your request is handled with courtesy and respect. We operate a culture of self-improvement, will aim to quickly understand, and resolve the root cause and implement new processes where appropriate.

**A simple approach to resolving your complaint**

* Should you find our services below the standards you expect, you have the right to contact us to explain the reasons for your dissatisfaction. We will always aim to resolve your query informally, to put things right at the earliest opportunity, so that both parties can move forward.
* To ensure your request is picked up in a timely manner and acted upon, we recommend that you contact us by email, so that your request can be accurately assessed, audited, and responded to.
	+ Email: service@switchu.co.uk
	+ Post: SwitchU-UK Ltd, 20 Wenlock Road, London, England, N1 7GU
* We will acknowledge receipt of your request within 2 working days and ensure the right people are allocated to investigate, update you and resolve any issues at the earliest opportunity.
* If any further information is required, we will contact you by email or by phone.
* We will provide you with a final written response.
* You have the right to ask us to re-visit the final response, and we will do this, if new and relevant information has not been accurately considered in the investigation
* We will retain a record of your complaint, including the date it was received. This information helps us progress and improve the service we offer our customers.

**Contacting the Energy Ombudsman in case of a dispute**

* As a customer, in the rare and unfortunate case that we are unable to resolve your complaint directly, or if it has been unresolved for more than eight weeks, you are protected and have the right to contact the Energy Ombudsman.
	+ Post: Energy Ombudsman P.O. Box 966 Warrington, WA4 9D
	+ Phone: 0330 440 1624
	+ Email: enquiry@energyombudsman.org

We will always encourage a dispute to be resolved, with the appropriate redress, promptly, and with respect.