



Complaints Handling Procedure

A simple guide about raising complaints

Applicable to customers of:

- > SmartestEnergy Limited
- > SmartestEnergy Business Limited

Latest Revision: July 2021

Making a complaint

At SmartestEnergy, we are committed to providing outstanding customer service and always welcome your views and opinions on how we can improve upon our service standards. We recognise that we do not always get things right and if there is an issue with your account, or you are unhappy with the level of service you have received from us, please let us know by using the complaints procedure outlined in this help guide.

Throughout this procedure, potential remedies may include: an apology, an explanation, the taking of appropriate remedial action and/or the award of compensation in appropriate circumstances.

We always aim to resolve complaints promptly and professionally and provide clear and honest information to our customers. To obtain a copy of this procedure in other formats, free of charge, please do not hesitate to contact us.

If you would like to raise a complaint, please follow the step-by-step guide on the following pages:

- > **Page 3:** Industrial and Commercial Electricity
- > **Page 4:** Business Electricity and Gas ('SmartestEnergy Business Limited', formerly 'Dual Energy')
- > **Page 5:** Smart Generation



Complaints: Industrial and Commercial (I&C) – Electricity

SmartestEnergy Limited Customers

Step 1 – Initial Contact

Please contact your I&C Electricity Customer Services Executive or Account Manager to let them know you are not satisfied and discuss with them how we can help to resolve the issue. They will then initiate our transparent complaints procedure to help work towards a resolution.

Step 2 – Escalation Process

Our full complaints handling procedure can take a maximum of eight weeks to complete. This document can also be provided to you in writing on request, free of charge. The procedure includes opportunities for the complaint to be escalated internally if required.

Step 3 – Agreement/Review

In the unlikely event that we do not reach an agreement which you deem acceptable within eight weeks, the Energy Ombudsman (Ombudsman Services), the Citizens Advice Consumer Service and/or Advice Direct Scotland may be able to assist you (see page 6 for more information).

Complaints: Business – Electricity and Gas

'SmartestEnergy Business Limited' customers, formerly 'Dual Energy'

Step 1 – Initial Contact

Please contact your Business Customer Services Team to let them know you are not satisfied and discuss with them how we can help to resolve the issue. They will then initiate our transparent complaints procedure to help work towards a resolution.

Step 2 – Escalation Process

Our full complaints handling procedure can take a maximum of eight weeks to complete. This document can also be provided to you in writing on request, free of charge. The procedure includes opportunities for the complaint to be escalated internally if required.

Step 3 – Agreement/Review

In the unlikely event that we do not reach an agreement which you deem acceptable within eight weeks, the Energy Ombudsman (Ombudsman Services), the Citizens Advice Consumer Service and/or Advice Direct Scotland may be able to assist you (see page 6 for more information).

Complaints: Smart Generation

SmartestEnergy Limited Customers

Step 1 – Initial Contact

Please contact your Customer Services Executive or Business Development Manager to let them know you are not satisfied and discuss with them how we can help to resolve the issue. They will then initiate our transparent complaints procedure to help work towards a resolution.

Step 2 – Escalation Process

Our full complaints handling procedure can take a maximum of eight weeks to complete. This document can also be provided to you in writing on request, free of charge. The procedure includes opportunities for the complaint to be escalated internally if required.

Step 3 – Agreement/Review

In the unlikely event that we do not reach an agreement which you deem acceptable within eight weeks, the Energy Ombudsman (Ombudsman Services), the Citizens Advice Consumer Service and/or Advice Direct Scotland may be able to assist you (see page 6 for more information).

Independent advice



Note: Any external reviews and escalations may result in an unchanged or new resolution. Please note that the outcome of any qualifying redress scheme process is binding upon the regulated provider but not upon the relevant consumer or any other category of complaint.

In the unlikely event that we do not reach an agreement which you deem acceptable within eight weeks, **The Energy Ombudsman (Ombudsman Services)** may be able to assist you. The Energy Ombudsman are a free of charge, independent dispute resolution service that may review the complaint case, providing you meet their acceptance criteria.

The quickest and most assessible way to raise a complaint is by visiting: www.ombudsman-services.org/complain-now

Additionally, the **Citizens Advice Consumer Service** may also be able to assist with an energy problem (for example with your bills or meters, or if you're struggling to pay for the energy you use). They are the official source of free and independent energy advice and support for micro businesses and vulnerable customers.

Citizens Advice Consumer Service contact information can be found here: www.citizensadvice.org.uk/energy

Or, you can call them on **0808 223 1133** (Welsh Speaking: 0808 223 1144), open Monday to Friday, 9am - 5pm.

Finally, if you are based in Scotland, you may also be able to gain assistance from Advice Direct Scotland. Please visit: www.energyadvice.scot, email enquiries@advice.scot or call 0808 196 8660.



Useful contact information



Have you got a query about your service with SmartestEnergy? Contact our UK based Customer Services Team, we are always happy to help:

Industrial and Commercial – SmartestEnergy Limited:

Telephone: +44 1473 234151

Email: customer-services@smartestenergy.com

Customer Service Postal Address: SmartestEnergy Limited, Grafton House, 15-17 Russell Road, Ipswich, Suffolk, IP1 2DE

Business – SmartestEnergy Business Limited:

Telephone: +44 1903 703400

Email: customerservices.business@smartestenergy.com

Customer Service Postal Address: SmartestEnergy Business Limited, Premium House, The Esplanade, Worthing BN11 2BJ

Smart Generation – SmartestEnergy Limited:

Telephone: +44 1473 234165

Email: smartgen-customerservices@smartestenergy.com

Customer Service Postal Address: SmartestEnergy Limited, Grafton House, 15-17 Russell Road, Ipswich, Suffolk, IP1 2DE

If you wish to raise a complaint for any other reason, please contact us via telephone:

+44 20 7448 0900