

# Complaints Procedure

Regardless of how big or small an issue may be, if you feel that there is something that requires further escalation then please following our complaints procedure.

## Stage one

Please get in touch with us at the earliest opportunity by logging your complaint via:

- Telephone – 08000 662 456
- Email – [info@procurahouse.co.uk](mailto:info@procurahouse.co.uk)
- Post – 3<sup>rd</sup> Floor, 1 Ashley Road, Altrincham, Cheshire WA14 2DT

## Stage two

Your enquiry will be handled by a senior member of our relationship management team will communicate with you directly. We will aim to respond to your enquiry within 10 working days, with a resolution as soon as possible.

## Stage three

If you are unhappy with the resolution, you may wish to lodge an appeal. Please raise this with the appropriate senior member within 28 calendar days of receiving a response from them. Include the grounds of your appeal. The appeal will then be considered by a director of the organisation for final internal review.

## Stage four

Should you remain unhappy with the outcome or if your complaint is not resolved directly by within eight weeks; you can lodge a complaint with Ombudsman Services directly who will review this in due course. An independent review can be requested from Ombudsman Services if:

- You are registered in Great Britain.
- You are classed as a microbusiness as per Ofgem's definition.
- The dispute has been outstanding for over 8 weeks, or you have received a deadlock letter from us.

Ombudsman Services will host an Alternative Dispute Resolution upon receipt of any complaint and will liaise with the relevant parties through the process. This is an impartial and free service and Ombudsman Services can be contacted via the below methods of communication.

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

**Phone:** 0330 440 1624

**Email:** [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)