# Microbusiness Energy Complaints Procedure

## Getting in touch if you are unhappy with our service

We strive to offer the highest level of expertise and care at every stage of the service we offer. However, if something does go wrong and you want to make a complaint, we will be fully committed to fixing it as efficiently as possible. Below you'll find all the information you'll need about making a complaint, including how to contact us and what we promise to do next.

## What's gone wrong?

If you're unhappy with the service you've received from Beaconplus, one of our employees or one of our suppliers, please let us know and we'll look into this straight away.

## How to get in touch with us

It's a good idea to keep any current bills, statements or other relevant documentation handy throughout the process.

You can reach the safe hands of our customer service team by:

**Phone**: 01565 755 600 (lines open between 8am & 4.30pm Monday to Friday).

**Email**: complaints@beaconplus.co.uk

**Post**: Beaconplus Limited
8 Haig Court
Haig Road
Parkgate Industrial Estate
Knutsford
Cheshire
WA16 8XZ

## How long before your complaint is resolved?

- If your complaint is made by email or post, we will be in touch within 5 working days to confirm it's been received and that we're working on it, as well as keeping a record of all the relevant details related to the complaint.
- We'll keep you updated on the progress of your complaint at least every 10 working days.
- We aim to resolve any complaint within 10 working days. If this is not possible, we will provide an appropriate timescale.
- If you're not happy of the outcome/response within 4 weeks please escalate this to one of our directors Matthew Rogers (mr@beaconplus.co.uk) or Lee Robinson (lr@beaconplus.co.uk)
- If we haven't been able to resolve things within 8 weeks, or we can't agree a way forward with you (we call this 'deadlock'), we'll write and let you know you have the right to refer your complaint to the Ombudsman Services: Energy.

The Ombudsman helps to sort out disputes between energy brokers and their customers. Their service is free to use and they're totally independent. They don't take sides and their decisions are based only on the information they have.

You don't have to accept their decision, but if you do, we'll act on what they say - whether that's us saying sorry, explaining what's gone wrong, fixing the problem or even paying you compensation.

**Phone**: 0330 440 1624

**Email:** enquiry@ombudsman-services.org

**Post**: Ombudsman Services
Energy,
PO Box 966,
Warrington WA4 9DF

**Website**: www.ombudsman-services.org