COMPLAINTS POLICY

Publicised Contact Details for Complaints:

Also available by email via lee@checkcosts.co.uk. If you wish a hard copy please use this email and will post a copy free of charge.

We are committed to minimising the need for anyone to make a complaint, however, we appreciate that from time to time circumstances arise which can result in service-related issues and we strive to deal with any such issues quickly and professionally.

Our clients have the right to make a complaint should they feel that they are dissatisfied with any aspect of the service received.

We take complaints very seriously and will take all reasonable steps to deal with that complaint fairly and efficiently.

All complaints will be acknowledged and responded to promptly.

We will take all possible steps to deal with any complaint and bring it to a satisfactory conclusion.

A record will be kept of all complaints to enable us to review and address any systematic issues and improve service levels.

Written complaints may be sent to Lee Freeman or by e-mail at: lee@checkcosts.co.uk or by post at Check Costs, 1 Howley Park Business Village, Leeds, LS27 0BZ

If the complaint relates to one of the directors then another director will be responsible for handling the complaint.

This service is provided free of charge to the complainants.

Making a Complaint:

Complaints should be provided in writing (or by email) to the director at the address mentioned above. However, in extenuating circumstances or time-critical situations, it will be acceptable to make a complaint verbally.

The complaint should state “complaint” in the heading or subject line.

The complaint should detail the specific issues which have caused dissatisfaction.

We will send a written or emailed acknowledgment to the complainant within 2 working days.

If insufficient detail is provided in the complaint we will contact the complainant to obtain further details within 2 working days.

Once full details of the complaint have been obtained, an investigation will be undertaken. We will review the file to ascertain all the surrounding circumstances which have given rise to the complaint and provide a formal response within 10 working days.

Resolving Complaints:

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to a director at the earliest possible opportunity or in any event within 3 working days.

On receiving the complaint, a director records it in the complaints log. If it still needs to be resolved, they will investigate it and will take the appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 2 working days. The acknowledgment should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally, complainants should receive a definitive reply within 14 working days. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

In some circumstances, gestures of goodwill may be given as compensation for the upset caused without it being an acceptance of the complaint or liability.

If complainants are unhappy with the outcomes of the investigations into their complaint, it can be escalated to the Energy Ombudsman whose contact details are below.

Post - Energy Ombudsman, PO Box 966, Warrington, WA4 9DF
Phone - 0330 440 1624
Email - enquiry@energyombudsman.org