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Description automatically generated Complaints Handling Procedure

**Complaints Investigation**

Complaints Investigation Complaints can be received at Switch UK Online ltd by email via our website www.switchukonline.com, letter to The Old Dye Works, Smedley Lane, Manchester. M8 0LU, or phone call number 0161 205 4336. All complaints will be acknowledged within 24 hours. The complaint will be thoroughly investigated by the company director. This will involve the following:

a) Reviewing all call logs and communications

b) Making any necessary enquiries with suppliers (suppliers to be notified of the complaint within 48 hours)

c) Ensuring that the customer is informed of complaint progress and that the supplier has been notified.

d) Providing a resolution to the customer (within 7 days wherever possible)

e) Where no resolution is possible customer should be advised on their opportunity to resolve the complaint via the independent bodies listed below.

**Independent Help and Advice Independent Help and Advice**

Customers experiencing difficulty can also be advised of the following independent bodies.

**CAB**

Citizens Advice consumer service is the government funded service offering advice and information by telephone and online on a range of consumer issues, including gas and electricity. As well as being able to offer practical, impartial advice, it can refer consumers to bodies that are better able to assist.

Tel: 03454 040506

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Ombudsman Services: Ombudsman Services: Energy (approved by Ofgem)**

Is the free independent scheme set up to investigate complaints from micro business consumers that the energy company cannot resolve (after eight weeks or deadlock) OS:E can require the company to correct the problem, apologise, explain what happened, and make a financial award. Its decisions are binding on the energy company but not the consumer. Ombudsman Services Energy can investigate if: the complaint hasn’t been resolved to the customer’s satisfaction after 8 weeks; or the energy company deadlocks the complaint (they say they can do no more to resolve it) before 8 weeks are up.

Tel: 0330 440 1624

[www.os-energy.org](http://www.os-energy.org)

Switch UK Online Ltd have made an application to the Ofgem ADR Scheme which will be operational by December 2022. For further information follow the link:-

<https://www.ofgem.gov.uk/publications/redress-schemes-approval-criteria-and-applications>

**Ofcom: Ofcom is the regulator for telecoms and Broadband services**

Ofcom help to make sure people don’t get scammed and are protected from bad practices. This is particularly important for vulnerable or older people.

Their duties come from Parliament. They provide advice and information to thousands of people each year, through their [website and call centre](https://www.ofcom.org.uk/about-ofcom/contact-us). They register complaints from people and businesses, which helps to take action against firms when they let their customers down. Parliament has not given Ofcom powers to resolve people’s complaints about their broadband, home phone or mobile phone. Instead, these can be considered by [alternative ‘dispute resolution’ services](https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/problems/adr-schemes).

Tel: [0300 123 3333](tel:+44-300-123-3333) or [020 7981 3040](tel:+44-20-7981-3040)

https://www.ofcom.org.uk/