

EGi Business Energy Complaint Handling Procedure Guide

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Dear Client,

Presented here is our guide for complaint handling at EGi Business Energy (website: www.businessessenergy.co.uk), a business name of Energy Group Inc Ltd (Company registration No: 14991077). Registered office is at 124 City Road, London, EC1V 2NX.

Although our aim is to deliver a high standard of client satisfaction for the services we provide, we recognise that sometimes things may not happen accordingly. Therefore, when a client is not satisfied with our services, we want to know about it so we can try to resolve the issue in a quick and professional manner.

This complaint handling procedure guide has been created, to deliver a fair and effective resolution process for any issue a client may encounter. Our commitment is to handle all complaints with courtesy, respect and above all, address any concerns a client may have promptly and satisfactorily. The guide outlines the process a client can follow if they wish to make a complaint and explains how the complaint will be investigated.

Please be aware all complaints received will be recorded, treated as confidential and kept in accordance with the requirements of data protection legislation.

Any of the following channels can be used by a client to initiate a complaint through:

- **By Phone:** Use our free call number: 0800 193 0093 and select options three.
- **By email:** Address your complaint to complaints@eg-i.com.
- **By Letter:** If you prefer to write and send your complaint by mail, then please send your letter to the address below (however, please be aware it takes longer to reply to complaints by mail):

Complaints Department,
EGi Business Energy,
124 City Road,
London, EC1V 2NX.

Complaint Handling Process:

In adherence to our commitment to transparency and efficiency, we outline the sequential steps of our complaint handling process:

1. Receipt of Complaint

Acknowledgment of your complaint will be conveyed within two working days.

A unique reference number will be allocated to the complaint for future reference.

2. Investigation

The complaint will be assigned to a dedicated case handler for a thorough investigation.

Our team will meticulously review relevant documentation and engage with pertinent parties.

3. Resolution

Prompt and equitable resolution of complaints is our focal point.

Our investigation outcomes and proposed resolutions will be communicated to you.

4. Treatment and Timescales

With utmost respect, we assure you that any clients raising complaints will be treated courteously.

A response to your complaint will be endeavoured within ten working days from receipt.

5. Record Keeping

A comprehensive record of your complaint, inclusive of correspondence and relevant dates, will be meticulously maintained in accordance with the requirements of data protection legislation.

6. Escalation to Ombudsman Services

Should our resolution not meet your expectations, or if your complaint remains unresolved beyond eight weeks, you retain the right to escalate your grievance to Ombudsman Services Energy Broker Alternative Dispute Resolution Scheme. This scheme provides a free, independent, and impartial service for energy contracts supplied or non-domestic micro business customers, which is defined as:

- having an annual consumption of electricity of not more than 100,000 kwh; or
- an annual consumption of gas of not more than 293,000 kwh; or

- fewer than the equivalent of ten full time employees and an annual turnover or annual balance sheet not exceeding €2 million.

You are deemed a micro business should your business not exceed any one of the 3 criteria listed above. If you have no gas on site, then your business will only be deemed a micro business should you not exceed any of the 2 remaining criteria.

Contact Details for Ombudsman Services

In the eventuality of our resolution being unsatisfactory, or should your complaint remain unresolved, you may contact Ombudsman Services via the following the link below:

<https://www.ombudsman-services.org/complain-now>

Or by post, telephone or email as follows:

- **Post:** Energy Ombudsman, P.O. Box 966, Warrington, WA4 9D.
- **Phone:** Call 0330 440 1624.
- **email:** Send an email to enquiry@energyombudsman.org.

7. Commitment to Continuous Improvement

Our pledge to ongoing enhancement is constant, guided by the valuable feedback we receive from clients.

8. Resolution Options

Potential avenues of resolution include apologies, goodwill gestures, or compensation, as deemed appropriate.

Your satisfaction and feedback are of utmost importance to us. Should you require any further clarification or assistance, please do not hesitate to utilise the contact details provided above. We greatly appreciate your trust in our services and remain dedicated to ensuring your experience is as positive as possible.

Yours sincerely,

David Warner

Managing Director