

TRANSPARENT ENERGY SOLUTIONS LTD.

Complaints Policy

If you have a Complaint,
lets resolve it



If you are not happy with the service you have received from Transparent Energy Solutions Ltd we want to hear about it, deal with the situation quickly and put measures in place to stop it happening again.

How we handle your complaints

1. Introduction

Transparent Energy Solutions Ltd are committed to providing the best possible services which meet our client's needs, whilst ensuring all organisations are treated professionally, fairly and with respect.

We aim to provide a quality service; however, we recognise that sometimes things can go wrong, or you may be unhappy with the service received. To help us continually improve our services, we encourage your feedback

If you wish to make a complaint, we will ensure that: –

- Your complaint is treated seriously and in a timely manner.
- Your right to use our services will not be affected because you have made a complaint.
- Your complaint will be handled fairly and without bias.

Transparent Energy Solutions Ltd aim to resolve 98% of all complaints within ten working days. Where this is not possible, we will endeavour to keep the complainant updated regularly and at every point of progress.

All complaints remain confidential and are managed in line with the Data Protection Act 2018.

A complaint can be made in the following ways:

Via Telephone: To the sales agent you have been speaking to, alternatively please call us on 0116 326 1149 and ask for Divyesh Patel

Via e-mail to: enquiries@transparentenergysolutions.com

In writing to: Complaints Department, Transparent Energy Solutions Ltd, 58A Rosemead Drive, Leicester. LE2 5SF.



Complaint handling process:

Process for complaint handling: directly from complainant

The following approach will be adopted in all cases:

- On receipt of the letter or email, Transparent Energy Solutions Ltd will log details of the complaint on the complaints register.
- You shall be offered a copy of this complaints policy and the complaint will be acknowledged within 72hrs of receipt. (Between Monday – Friday, 9am-5pm) via email or telephone.
- You will be contacted by a relevant representative to discuss & investigate the complaint (either by email or by telephone) with a detailed record being taken.
- During the investigation we will keep you updated regularly.
- As soon as we can, we will issue you with an Outcome of our investigation letter (also referred to as a 'Deadlock Letter'). We aim to do this asap and within the 8-week deadline set by Ofgem Services
- If you do not agree with the outcome, your complaint will be referred to the Transparent Energy Solutions Ltd Complaints Manager whose decision will be final.
- If you do not agree with the outcome of your complaint or it has aged beyond 8 weeks old, you can escalate the complaint to Ofgem (Ombudsman Service). Their service is free and impartial (please see below for their contact details)
- Ofgem (Ombudsman Services) will review all evidence provided in a fair and reasonable manner, providing a resolution, that we at Transparent Energy Solutions Ltd, are committed to, in line with being an Ofgem registered consultant.

Process for complaint handling: (via a 3rd party on behalf of the complainant)

The following approach will be adopted in all cases:

- On receipt of the letter or email, Transparent Energy Solutions Ltd will log details of the complaint on the complaints register.
- The 3rd party shall be offered a copy of this complaints policy and the complaint acknowledged within 72hrs of receipt. (Between Monday – Friday, 9am-5pm) via email or telephone.



- You and/or the 3rd Party will be contacted by the relevant representative to discuss & investigate the complaint (either by email or by telephone) with a detailed record being taken.
- During the investigation, we will keep you and/or your 3rd party updated regularly, prior to a response and / or decision as to whether the complaint is upheld in writing. Let us know if you want to receive all communications, alternatively we can work with your 3rd party on your behalf.
- As soon as we can, we will issue you with an Outcome of our investigation letter (also referred to as a 'Deadlock Letter'). We aim to do this asap and within the 8-week deadline set by Ofgem Services
- If you do not agree with the outcome, your complaint will be referred to the Transparent Energy Solutions Ltd Complaints Manager whose decision will be final.
- If you do not agree with the outcome of your complaint or it has aged beyond 8 weeks old, you can escalate the complaint to Ofgem (Ombudsman Service). Their service is free and impartial (please see below for their contact details)
- Ofgem (Ombudsman Services) will review all evidence provided in a fair and reasonable manner, providing a resolution, that we at Transparent Utility Consultants Ltd, are committed to, in line with being an Ofgem registered consultant.

Ofgem Ombudsman Services

You can contact Ofgem Services using any of the following.

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

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

You can learn more about their services by following this link

[Our Process | Ombudsman Services \(ombudsman-services.org\)](https://www.ombudsman-services.org/Our-Process)

COPIES OF ALL COMMUNICATIONS WILL BE KEPT AND RECORDED.