

1. Introduction

This document outlines the process for handling complaints within Business group. We are committed to providing excellent service and take complaints seriously as a means to improve our services. Feel free to get In touch with any issues

2. Visibility and Accessibility

Our complaints procedure is:

- Visible and accessible on our website.
- Available by email or post for free on request.

3. Contact Details for Making a Complaint

Clients needing to make a complaint can contact us using the following details:

hello@thepricingspecialists.com 0191 367 0608

4. Explanation of Complaint Handling Process

Our complaints handling process includes the following steps:

- Receipt of complaint and acknowledgment within [insert timeframe].
- Investigation by designated complaints officer.
- Resolution proposal communicated to complainant.

5. Treatment of Clients Making Complaints

Clients making complaints will be treated with courtesy and respect throughout the process.

6. Expectations Around Timescales

We aim to respond to complaints within [insert timeframe]. If resolution requires additional time, we will communicate this to the complainant.

7. Record Keeping

We keep a record of all complaints, including dates received and actions taken.

8. Escalation to Ombudsman Services

Clients can escalate their complaint to Ombudsman Services under the following circumstances:

- If we are unable to resolve the complaint directly.
- If the complaint remains unresolved for more than eight weeks.

9. Contact Details for Ombudsman Services

Clients can contact Ombudsman Services using the following details:

- Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9D
- Phone: 0330 440 1624
- Email: enquiry@energyombudsman.org

10. Impartiality and Free Service

Our service is impartial and free for clients to use.

11. Policy Review

This complaints procedure will be reviewed regularly to ensure it remains effective and compliant with relevant regulations and best practices.