

## **Complaint Handling Procedure**

2buy2 regard a complaint as an expression of dissatisfaction about our organisation, our staff, our suppliers, our contracted service providers or anyone else acting on our behalf. A complaint can be received verbally, by phone, by email or in writing.

### **Details of how to raise a complaint**

Email: enquiries@2buy2.com

Phone: If you would like to make a complaint by phone, we will call you to obtain the details

Post: 2buy2, The Gate, Keppocuh Street, Roath, Cardiff CF24 3JW

### **Our Policy**

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint. To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint and to make sure everyone at 2buy2 knows what to do if a complaint is received. All complaints are investigated fairly and in a timely way and to make sure that complaints are, wherever possible, resolved and that relationships are repaired. To apologise and thank the complainant for highlighting when service has not been what was expected as this information helps us to improve the level of service and customer care. All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Procedure**

The person who receives an email/written/phone or in person complaint should: Write down the facts of the complaint. To resolve a complaint as quickly as possible, you will be asked to provide the following;

- Contact name and Account Name
- A description of the concern
- An email address or telephone number including best times to contact
- Any relevant account details such as MPRN / MPAN number
- Details of any previous correspondence relating to the nature of the complaint

Tell the complainant that we have a complaints procedure, Tell the complainant what will happen next and how long it will take. Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

## Resolving Complaints

Once a complaint is made, the complaint will be formally acknowledged within 2 working days. An acknowledgement will confirm who is dealing with the complaint and when the complainant can expect a reply. The complainant will receive a further reply within 10 working days with progress details of their complaint. In many cases, a complaint made into Customer Service will be investigated and responded to by the Customer Service Team Leader. A full investigation will take place and the team leader will remain in contact with the complainant until an outcome is reached.

The complaint may be resolved in any of the following ways, an apology, making a goodwill gesture of providing compensation

If there is no outcome or a resolution cannot be reached within 8 weeks, the complainant has the option to contact the energy ombudsman

Energy Ombudsman- If we can't agree on a way forward and we have provided you with our final position or if your complaint takes longer than 8 weeks to resolve and you are not happy with the progress, you have the option to contact the Ombudsman. They will carry out a free, independent investigation on your behalf. Any decision they make will be binding on us but not on you, so you can seek further advice if you wish to.

Website - [www.ombudsman-services.org](http://www.ombudsman-services.org)

Phone - 0330 440 1624 (open 8am - 8pm Mon-Fri and 9am - 1pm Sat)

Email - [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org) Post - PO Box 966, Warrington, WA4 9DF

Free independent help and advice is also available at any stage from the Citizens Advice consumer service if you need help with an energy problem. They're the official source of free and independent energy advice and support. Go to [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call their consumer service on 0808 223 1133. Calls are free