

## Complaints Procedure

**Utility King** is committed to providing the best services to its clients. Hence, we would like to pledge our commitment towards resolving all customer level complaints in the process. There might be instances when you as a customer might feel that the interaction has not been handled properly; you reserve the right to raise a complaint. We promise that based on the merit of the complaint; we will ensure that the problem is resolved. We will also keep track of the entire compliant redress process for future reference.

Your views as a customer are very important for us. It would help us in understanding what went wrong in the customer to client level interaction. We will further investigate and mitigate the reasons which might have led to the dispute. As a company, **Utility King** is fully committed to the wellbeing of its clients. Hence, we will always try and offer the best solutions to our customers. However, in case there is any discrepancy, you can always get in touch with us for a quick resolution.

Customer Services team on **+44 02032907425** or Email: **info@utilityking.co.uk**

## Steps to Follow

- We will take your complaint seriously and we will investigate your concerns in a prompt and efficient manner.
- If your complaint is made by post, one of our customer service advisors will be in touch within one working day to confirm it's been received and that we're working on it.
- Upon receipt of a complaint, we will formally acknowledge via telephone or email and keep a record of your complaint.
- If we cannot complete our investigations within 24 hours, we will write before the deadline and provide a revised completion date.
- If your complaint involves a contract sale, we will notify your supplier immediately and advise them of the corrective actions.
- If it is not possible to resolve immediately, a Complaints Handler will be assigned to resolve.
- We will keep you updated every 5 days until the complaint is fully resolved.
- If you receive a deadlock letter and we are unable to resolve your complaint directly or if it's been unresolved for more than eight weeks, you can escalate your complaint to the Ombudsman Services.
- The Ombudsman is impartial and free service to use and can be contacted using the below details.
- **Telephone:** 0330 440 1624
- **Email:** enquiry@ombudsman-services.org
- **Post:** Ombudsman Services Energy, PO Box, Warrington, WA4 9DF
- **Online:** <https://www.ombudsman-services.org/complain-now> Further information on the Ombudsman process can be found online at <https://partners.ombudsman-services.org/our-services/our-process>
- You can be rest assured that we will be impartial in dealing with your complaint and this service is free for our clients to use
- We will apologize and put things right if we have made a mistake. We put our customers first and ensure that all parties are happy with the resolution before closing the complaint.

It's a good idea to keep any current bills, statements, emails correspondences or other relevant documentation handy throughout the complaint process.