



ICD
ENERGY
MANAGERS

Complaints Procedure

Compliance: David Miles – Director of Energy Services

Revision Log:

Version	Reviewed and Approved By	Reason for Amendment	Date Released	Date of Next Review
1.2	David Miles	OFGEM ADR	1.8.22	31.7.23

We're sorry if things haven't gone as you'd expected.

It is ICD Energy Managers' intention to deliver the highest level of customer service at every opportunity. However, we acknowledge that things may occasionally go wrong, and if this occurs, we are committed to resolving matters promptly, fairly and without unnecessary delay. Any complaint will be treated with courtesy and respect.

The procedure below outlines how you can make a complaint about the business and the process we will employ to review it.

Any complaint, whether made in writing or verbally, is immediately referred to our Managing Director. We also record any complaint we receive. Our Managing Director is responsible for ensuring that we thoroughly investigate any complaints.

How to make a complaint:

In the first instance, please contact us in writing to:

Managing Director, ICD Energy Managers Limited, Q16 Quorum Park, NE12 8BX

Or by telephone on [0191-2155456](tel:0191-2155456)

Or by email at enquiries@icdenergymanagers.com

Or if you'd prefer to speak with one of our team in person, please get in touch to make an appointment

Once a complaint has been made

All written complaints will be acknowledged by our Managing Director or other appropriate member of management, via email within 10 business days of receipt.

All verbal complaints will also be acknowledged by our Managing Director or other appropriate member of management, via email within 10 business days of receipt. This acknowledgement will also contain our understanding of the complaint and will ask the complainant to confirm in writing that he/she agrees with our understanding of the matter.

If the complaint can be resolved within 10 business days our acknowledgement email will also outline the result of our investigation.

If our investigation is not resolved within 10 business days, our acknowledgement email will confirm that we will:

- A. Investigate the complaint and aim to respond within four weeks of receiving the complaint
- B. Explain that, if we cannot complete the investigation within four weeks of receiving the complaint, we will contact you again giving the reason for the delay
- C. Explain that on completion of our investigation we will inform the complainant of the outcome and the options available to him/her.

If the complaint is about another party, such as a supplier with whom we have placed business, we will refer details of the complaint to the third party and confirm this course of action to the complainant.

Following our investigation of the complaint

Immediately on completion of our investigation our Managing Director or other appropriate member of management, will write to the complainant notifying him/her of the outcome of our investigation.

We will set out the nature and terms of any settlement (if applicable). Any compensation we offer will be fair and the basis of the calculation will be explained.

Our letter will also advise that if the complainant is not satisfied with the outcome, he/she may refer the matter to the Ombudsman Service* and will point out that such a referral should be made within the next twelve months, or he/she may lose that right.

Our letter will include the name, website address and telephone number of the Ombudsman and a leaflet which explains the Ombudsman arrangements.

If we cannot resolve the complaint within four weeks

If, for any reason, our investigation is not concluded within four weeks, our Managing Director or other appropriate member of management, will write to the complainant again informing him/her that our investigation is continuing, giving the reasons for the delay and a date by which our Managing Director expects to be able to contact the complainant again.

If we cannot resolve the complaint within eight weeks

While we would always aim to complete an investigation within eight weeks, if, for any reason, our investigation is not concluded within this period, our Managing Director or other appropriate member of management, will write to the complainant again. We will inform him/her of the reasons for the further delay and advise that if he/she is not satisfied with our progress he/she may refer the complaint to the Ombudsman Service*, whose service is impartial and free for the client to use.

(*assuming that your organization qualifies as a micro-business)

This letter will also point out that such a referral should be made within the next twelve months, or the complainant may lose that right. Our letter will include the following details about how to contact the Ombudsman:

Post: Ombudsman Services: Energy, PO Box 966, Warrington WA4 9DF

Telephone: - 0330 440 1624

Email - enquiry@ombudsman-services.org

We do our utmost to ensure that all complaints or disputes are handled within 8 weeks whilst ensuring that we remain in contact with the customer throughout the process.