

Complaints

Procedure

- 1 STEP ONE:**
LOG YOUR COMPLAINT WITH US VIA EMAIL OR PHONE.

EMAIL: JONNY@WATTSUPCONSULTING.CO.UK
PHONE: 07510099995
- 2 STEP TWO:**
WE WILL ACKNOWLEDGE AND RECORD YOUR COMPLAINT WITHIN 1 WORKING DAY OF RECEIPT, AFTER WHICH WE WILL CARRY OUT OUR INITIAL INVESTIGATION AND PROVIDE A RESPONSE, WHERE POSSIBLE, WITHIN 10 WORKING DAYS
- 3 STEP THREE:**
IF YOU ARE UNHAPPY WITH THE INITIAL OUTCOME, THEN YOU MAY WISH TO APPEAL. TO DO THIS, SIMPLY EMAIL US AND REQUEST FOR THE MATTER TO BE RE-EVALUATED. YOU MUST DO THIS WITHIN 28 CALENDAR DAYS OF RECEIVING OUR INITIAL RESPONSE. PLEASE STATE THE GROUNDS OF YOUR APPEAL.
- 4 STEP FOUR:**
IF YOUR COMPLAINT REMAINS UNRESOLVED AFTER 8 WEEKS, OR WE HAVE ISSUED YOU WITH OUR FINAL POSITION (DEADLOCK) LETTER, YOU MAY WISH TO CONTACT THE ENERGY OMBUDSMAN SERVICE. THE ENERGY OMBUDSMAN WILL COMPLETE A FREE AND IMPARTIAL INVESTIGATION ON YOUR BEHALF AND PROVIDE YOU WITH AN OUTCOME.

PHONE: 0330 440 1624
EMAIL: ENQUIRY@OMBUDSMAN-SERVICES.ORG
LETTER: OMBUDSMAN SERVICES: ENERGY, P.O. BOX 966, WARRINGTON, WA4 9DF

WWW.WATTSUPCONSULTING.CO.UK