

Complaints Handling Procedure



Complaints Investigation

Complaints can be received at InveW by email, letter, or phone call. All complaints will be acknowledged within 24 hours. The complaint will be thoroughly investigated by the administration manager and/ or the company director. This will involve the following:

- a) Reviewing all call logs and communications
- b) Making any necessary enquiries with suppliers (suppliers to be notified of the complaint within 48 hours)
- c) Ensuring that the customer is informed of complaint progress and that the supplier has been notified.
- d) Providing a resolution to the customer (within 7 days wherever possible)
- e) Where no resolution is possible customer should be advised on their opportunity to resolve the complaint via the independent bodies listed below or for telecoms via the ADR scheme with CISAS.

CISAS Communications & Internet Services Adjudication Scheme

CISAS is managed independently by Centre for Effective Dispute Resolution (CEDR), an Alternative Dispute Resolution Provider, certified by Ofcom, to resolve disputes related to communication and internet services. The service is free of charge to customers as required by the Communications Act 2003.

We are a member of CISAS and any unresolved disputes can be raised through the link below:

<https://www.cedr.com/consumer/cisas/make-a-complaint/>

Independent Help and Advice

Customers experiencing difficulty can also be advised of the following independent bodies.

CAB

Citizens Advice consumer service is the government funded service offering advice and information by telephone and online on a range of consumer issues, including gas and electricity. As well as being able to offer practical, impartial advice, it can refer consumers to bodies that are better able to assist.

Tel: 03454 040506

www.citizensadvice.org.uk

Ombudsman Services: Energy (approved by Ofgem)

Is the free independent scheme set up to investigate complaints from micro business consumers that the energy company cannot resolve (after eight weeks or deadlock) OS:E can require the company to correct the problem, apologise, explain what happened, and make a financial award. Its decisions are binding on the energy company but not the consumer.

Ombudsman Services Energy can investigate if: the complaint hasn't been resolved to the customer's satisfaction after 8 weeks; or the energy company deadlocks the complaint (they say they can do no more to resolve it) before 8 weeks are up.

Tel: 0330 440 1624

www.os-energy.org

