

## **Customer Complaints Charter**

Smart Match Energy Limited values our customers feedback and wishes to ensure the smooth running of our customers account(s), which is why we have a customers complaints procedure in place. This provides a structured approach to handling complaints and ensures that Smart Match Energy is consistent in servicing customers who may have a reason to complain.

This Charter allows us to measure our performance in dealing with complaints from customers and regulators. We are then able to measure the satisfaction of customers once the complaints have been resolved.

### **How do I make a complaint?**

There are several ways in which you can make a complaint:

**In writing:** F.A.O Complaints Department, Smart Match Energy Limited, Suite 4 Thomas House, Meadowfield Industrial Estate, Co Durham DH8 7XL

**By Telephone:** 0191 307 7570

**By Email:** [complaints@SmartMatchEnergy.co.uk](mailto:complaints@SmartMatchEnergy.co.uk)

If you are writing or emailing your complaint, please ensure you include relevant and up to date contact details, if you require a response via writing, please provide full postal address.

### **What can I expect?**

Smart Match Energy will deal with any complaints promptly, politely and most of all fairly. We strive to provide a high standard of service but, unfortunately, there may be times when we make a mistake. If there is an occasion when this happens then you are entitled to expect one, or a combination, of the following:

- Details of the actions that we have taken to put things right
- An Explanation
- An Apology
- An award of compensation if appropriate in circumstances, for example if you have been financially impacted as result of something that has shown to be Next Gen Eco error

### **What will happen next?**

Smart Match Energy will provide a substantive response to your complaint, detailing what we have done in response to your complaint, and outstanding actions that still need to be dealt or investigated with related timescales, within 10 working days of

receiving your complaint. Smart Match Energy main objective is to keep you fully updated as we work to resolve your complaint.

For awareness where a complaint involves a third party such as a Supplier, it may be necessary for us to contact them to help with the investigation and resolution.

### **What to do if you're not satisfied with your initial response?**

If for whatever reason you are not entirely satisfied with the response to your complaint, you can contact us at [complaints@SmartMatchenergy.co.uk](mailto:complaints@SmartMatchenergy.co.uk) and ask for an internal review of your complaint. When sending such a request, please state the reason for your dissatisfaction including your business name.

### **What if my complaint still hasn't been resolved?**

In the unlikely event you still feel that your complaint has not been dealt with in a satisfactory manner, we have told you that we can take no further action, or 8 weeks has passed since you originally informed us about your complaint, you have the right to contact The Energy Ombudsman. The Ombudsman is there to help resolve disputes between Energy Consultants, Suppliers and their customers. The Ombudsman are independent and impartial -therefore they don't take sides. It's a free service so no cost is involved when using their service, it's important to add that they make any decisions based on information provided and their final decision is binding on the Energy Consultant or Supplier, not the customer.

The Energy Ombudsman can be contacted in the following ways;

**Name:** Energy Ombudsman

**Website:** [www.energyombudsman.org](http://www.energyombudsman.org)

**Email:** [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

**Phone:** 0330 440 1624 (Monday to Friday, 8am to 8pm, and Saturday, 9am to 1pm)

**Post:** Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

All complaints are monitored by Next Gen Eco for training purposes, as well as identifying areas in which improvements can be made to ensure all the company standards are being met.