

Complaint Handling Procedure

At **Fair Switch Limited**, we are committed to delivering the highest standards of service to our clients. We value customer feedback—both positive and negative—as a vital tool in helping us improve and evolve our services. If you are unhappy with any aspect of our service, we encourage you to raise your concerns so we can address them promptly, professionally, and fairly.

This document outlines how to make a complaint, what you can expect from us during the complaint process, and how to escalate a complaint if it remains unresolved.

1. How to Make a Complaint

We aim to make our complaints process accessible and straightforward. You can contact us using the following methods:

- By Phone: 01732 844724
- By Email: info@fairswitch.co.uk
- By Post: 59 Nuttall Road, Bradford, England, BD3 0BE
- Website: www.fairswitch.co.uk

This complaints procedure is publicly available on our website and can also be provided free of charge by email upon request.

2. Information to Include

To help us resolve your complaint efficiently, please provide the following information:

- Your full name, address, and preferred contact method
- A detailed description of your complaint, including relevant dates, names, or services involved
- Supporting documents such as invoices, emails, or photographs (if applicable)
- Details of what you would consider a satisfactory resolution

3. Complaint Handling Stages

Stage 1: Acknowledgement

We will acknowledge your complaint in writing within two (2) working days of receiving it.

Stage 2: Investigation

Your complaint will be assigned to a dedicated complaints handler who will carry out an impartial and thorough investigation, reviewing all relevant documentation and correspondence and, where necessary, speaking with staff involved.

Stage 3: Response and Resolution

We aim to issue a full written response within ten (10) working days of acknowledging your complaint. If the matter is complex and requires more time, we will keep you informed and provide an updated timeframe.

Where a complaint is upheld, appropriate action may include:

- A formal apology
- A goodwill gesture
- Compensation
- Corrective measures to prevent recurrence

4. Record Keeping

We maintain detailed and confidential records of all complaints, including the date received, complainant details, a description of the issue, all related communications, the outcome, and any follow-up actions taken. These records help us monitor trends and improve our service continuously.

5. Our Commitment to You

- You will be treated with respect, courtesy, and professionalism at all times
- Your complaint will be handled fairly, transparently, and without prejudice
- We aim to resolve all complaints at the earliest possible stage
- Complaints can be made and progressed by phone, email, or post
- Complaints are used as an opportunity for continuous improvement

6. Escalating a Complaint to the Energy Ombudsman

If you are not satisfied with our final response, or if we have not resolved your complaint within eight (8) weeks, you have the right to refer the matter to the Energy Ombudsman, a free and independent dispute resolution service.

- Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF
- Phone: 0330 440 1624
- Email: enquiry@energyombudsman.org
- Website: www.energyombudsman.org

We will inform you in writing when your complaint is eligible for referral to the Ombudsman and explain how to proceed.

7. Review and Continuous Improvement

We regularly review our complaint handling procedure to ensure it remains effective, fair, and aligned with industry best practice. Feedback from complaints helps us identify service gaps, train staff, and implement improvements that benefit all customers.

For further information or to request this procedure in an alternative format, please contact us using the details above.