



Select NRG Limited, Unit 9A, Quay View, Union Quay, North Shields NE30 1HJ

Tel No: 0191 466 1365 Email: info@selectnrg.co.uk

Complaints Policy

Complaints Handling Procedure

We are committed to providing a high-quality complaints policy with legal process and due diligence to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and re-enforce our commitment to all our customers to continuous improvement. Our complaints handling procedure is available by email or post for free on request.

If you have a complaint, please contact

Jayne Robson at Select NRG Limited. Unit 9A, Quay View, Union Quay, North Shields NE30 1HJ.

Email Jayne@selectnrg.co.uk

Telephone 0191 466 1365 mobile 07572284478.

This complaint procedure is applicable to the company mentioned above and all complaints will be treated with courtesy and respect. We have eight weeks to consider your complaint.

If we have not resolved the complaint within this time, you may complain to the Ombudsman Service. The Ombudsman Service is impartial and free for any of our clients who wish to use their services.

We allow all our complaints to be made and progressed through each stage of the process below either by phone, in person or in writing (including by email).

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 5 working days of receiving it, enclosing a copy of this procedure and advising which director will be handling the complaint.

2. We will then investigate your complaint. This will normally involve passing your complaint to one of our Directors, Jayne Robson or Danielle Stephenson, who will review your matter file and speak to the member of staff who acted for you.

3. The appointed Director will then invite you to a meeting to discuss and hopefully resolve your complaint. They will do this within 14 days of sending you the acknowledgement letter.

4. Within 5 working days of the meeting, the Director will write to you to confirm what took place and any solutions that were agreed with you. The complaint might be resolved by apologizing, making a goodwill gesture or giving compensation.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another director or manager to review the decision of the previous director.

7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

8. If you are still not satisfied with our response, please can you inform us. We will then issue what is called a deadlock letter and will advise you how to take the complaint forward to the Ombudsman Service. This will also apply if the complaint is unresolved for more than 8 weeks.

9. The Ombudsman Service is totally impartial and is free for clients to use.

10. The contact details for the Ombudsman Service are:-

Post: Ombudsman Services: Energy

PO Box 966

Warrington

WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-service.org



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