

## **Route Organisation Ltd**

### **Energy Supplier Complaints Procedure**

We aim to please our customers and if you are not happy, please let us put things right. We welcome your feedback as we are committed to continuously improving our service and customer experience. Should there be an issue regarding our energy services, we aim to resolve these as quickly as possible. Our customers will always be treated with dignity and respect throughout our complaints procedure. Our aim is to achieve a satisfactory and fair outcome for all parties.

Our complaints procedure is sent to you when we issue you with an energy contract. You can also request a copy through email or hard copy by post by contacting us using the details below:

Telephone: 01925 644580

Email: [chrisbaird@routeorg.co.uk](mailto:chrisbaird@routeorg.co.uk) or [info@routeorg.co.uk](mailto:info@routeorg.co.uk)

Post: Route Organisation Ltd, 2 Winmarleigh Street, Warrington, WA1 1NB.

Once received, your complaint will be logged and a notification of your complaint reference number, together with confirmation of receipt, sent to you within 4 business days. This reference number must be quoted in any future correspondence.

We will contact you again within 10 business days to update you on the progress of our investigation and our findings to date. Where possible at this stage, we aim to agree a resolution with you if we have obtained all the relevant information from all parties involved.

If we are unable to progress to a proposed resolution within 10 business days, an update will be sent through by your preferred method of communication weekly or, of course, you may contact us at any time if you wish to add any further information which will help with the investigation or to discuss any aspect of your complaint.

We will maintain comprehensive records in relation to any complaint received to ensure we are able to access and retrieve details easily at any time and closely monitor the progress of a complaint in compliance with key timelines.

Dependent on the nature of your complaint, a resolution may take a little longer, but we will keep you informed of our activities to date. We will also write to you to inform you of our decision as soon as our investigation is complete.

If you are a microbusiness as defined by Ofgem and we have not been able to resolve the issue within 8 weeks or cannot come to an agreement that satisfies an acceptable resolution for you, we will write to inform you of this. You have the right to refer your complaint to the Ombudsman Services Energy Broker Alternative Dispute Resolution Scheme (ADR), who are there to help resolve disputes between energy brokers and their customers. Where we have been unable to agree an acceptable outcome, we will issue you with what is known as a

'deadlock' letter and, again, notify you of your right to refer your complaint to the ADR scheme.

The Ombudsman service is a FREE SERVICE to use for microbusinesses and is totally independent of any supplier or broker. They are impartial and their decisions are based entirely on the information they receive directly from you, the customer and the records provided by the broker. We actively encourage our microbusiness customers to use this service in such circumstances.

Once a final decision has been provided by the Ombudsman Services Energy Broker Alternation Dispute Resolution (ADR) Scheme, you do not have to accept their decision. However, should you wish to, we will comply with their decision.

The decision provided may include but is not limited to:

- An apology
- An explanation of what went wrong
- A practical action to be taken to correct the problem
- And/or a financial award

You can contact the **Ombudsman** in any of the following ways:

- Visit: [www.ombudsman-services.org](http://www.ombudsman-services.org)
- Phone: 0330 440 1624
- Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)
- Post: Ombudsman Services/Energy Broker, Energy, P.O. Box 966, Warrington, WA4 9DF

**It is easy to get free independent advice so that you 'Know your Rights' as an energy consumer.**

- Visit: <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/>
- Adviceline England: 0800 144 8848
- Adviceline Wales: 0800 702 2020
- If you live in Scotland:
  - Visit: <https://energyadvice.scot>
  - Phone: Advice Direct Scotland on 0808 196 8660

You can get in touch with all the above at any time during the complaints process.

Additionally, if you would like to review a copy of The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 go to:

- Visit: <https://www.legislation.gov.uk/uksi/2008/1898/contents>