

# PCLGroup.

## Our complaints handling procedure

Our complaints handling procedure aims to make sure that we handle all complaints fairly and efficiently. We will always handle your complaint confidentially.



### What counts as a complaint?

A complaint is any contact from, or on behalf of, a customer or potential customer who is not satisfied with any part of our service.

### What happens after you've made a complaint?

We will try to resolve your complaint as quickly as possible. We will give you an explanation and an apology for any problems we have caused, and take action to put things right.

### How to make a complaint

We follow a series of steps to enable us to handle your complaint and put things right as quickly and effectively as we can.

#### Step

# 1

Contact us in one of the ways listed below. Our Customer Service Advisors will try to deal with your complaint straightaway. If they can, they will give you an explanation and an apology for any problems we have caused. They may call you back or write to you depending on the best way to resolve your complaint.

#### Contact details

- Call us on 0845 355 3551
- 8am to 7pm Monday to Friday and 8am to 2pm on Saturday. Our advisors are ready to handle your query so that it can be resolved appropriately.
- Email: [support@pclgroup.co.uk](mailto:support@pclgroup.co.uk)
- Write to: PCL Group, Suite 169 Airport House, Purley Way, Croydon, CR0 0XZ, UK.

We may record phone calls from time to time to help improve the quality of our service.

If you are not happy with the explanation we give you, please ask to speak to a Customer Services Manager or call our Business Complaints Team on 0845 355 3551.

They will try to resolve your complaint, including giving you an explanation and apology for any problems we have caused. In certain circumstances, we may offer you compensation.

#### Step

# 2

If you are still not happy with our explanation, you can contact our Business Director's office. They will conduct a full review of your account and respond to you within 10 working days of you contacting them.

If they are not able to resolve your complaint within 10 days, they will tell you what progress they are making.

- Call 07899 663 671 - 9am to 5pm Monday to Friday
- Email [sean@pclgroup.co.uk](mailto:sean@pclgroup.co.uk)
- Write to: PCL Group, Suite 169 Airport House, Purley Way, Croydon, CR0 0XZ, UK.

## Step

# 3

### About the Ombudsman Services: Energy

The Energy Ombudsman deals with unresolved disputes between energy companies and their residential and small business customers.

You can refer your complaint to the Ombudsman if your business meets the following criteria:

- consumes up to 55,000 kWh of electricity per year; or
- consumes up to 200,000 kWh of gas per year; or
- has fewer than 10 employees;
- and has an annual turnover of less than €2 million.

They are independent and their service is free to you. You can find out more about them at [energy-ombudsman.org.uk](http://energy-ombudsman.org.uk)

#### When the Ombudsman can consider your complaint

If you do want to refer a complaint to the Ombudsman, there are time limits on when you can refer it to them:

- you must give us eight weeks to resolve the complaint first
- if we have made it clear that we have done all we can to resolve your complaint by issuing a deadlock letter, you have six months from the date of the letter to refer your complaint to the Ombudsman
- you must refer the complaint within nine months of making it to us.

#### What the Ombudsman can decide

If the Ombudsman finds that we are at fault, they may decide that we must give you any or all of the following:

- a service or some practical action that will benefit you
- an apology
- an explanation
- a financial award.

If your complaint is investigated and you decide to accept the Ombudsman's decision then the outcome of this is binding on us.

#### Contact details

- Write to: Ombudsman Services: Energy, PO Box 966, Warrington WA49DF
- Phone: 0330 440 1624
- Fax: 0330 440 1625
- Textphone: 0330 440 1600
- Email: [enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)
- Website: [energy-ombudsman.org.uk](http://energy-ombudsman.org.uk)

## Useful contacts

The following organisations may be able to offer you specialist advice and information.

#### Energy Saving Trust

- 21 Dartmouth Street,  
London SW1H 9BP
- Phone: 0207 222 0101
- Website: [est.org.uk](http://est.org.uk)

#### National Debtline

- Phone: 0808 808 4000
- Website: [nationaldebtline.co.uk](http://nationaldebtline.co.uk)

## Making a complaint about your gas or electricity supply

If your complaint is about disruptions or interruptions to your supply or about the infrastructure of your supply, your electricity distribution company or gas transportation company are responsible for dealing with your complaint.

You can find their contact details on your bill. If you are not sure who to speak to, please contact us so we can advise you.

Electricity distribution companies and gas transportation companies guarantee to respond to complaints within five working days of receiving them. If a failure payment is due to you, they will send it to you within 10 working days. If it is not sent to you, you will get an extra £20 payment.

#### Our Guaranteed Standards of Service

Our Guaranteed Standards of Service set out the standards of service that you should receive from us. If we fail to meet these standards, you may be entitled to compensation.

#### Learning from complaints

We are committed to continually improving our customer service and we take account of any customer complaints to help with this. We may also ask you for feedback on the service that you have received.

If you do have any suggestions or ideas on how we can improve, please let us know.

#### Regulations covering our complaints handling procedure

##### Complaints handling procedure

Our complaints handling procedure is governed by the Consumer Complaints Handling Standards Regulations 2008. You can read these Regulations at [opsi.gov.uk/si/si2008/uksi\\_20081898\\_en\\_1](http://opsi.gov.uk/si/si2008/uksi_20081898_en_1)

#### Face to face complaints

To discuss making a complaint in person, call 0845 355 3551.

If you (Customer / Prospect) feel that your complaint is still unresolved after 7 days then PCL will take it upon themselves to escalate the matter on to the EON ICM (INTERNAL CODE MANAGER FOR EON) for his notification and resolution.