



### **Getting in touch if you are unhappy with our service**

We strive to offer the highest level of expertise and care at every stage of the service we offer. However, if something does go wrong and you want to make a complaint, we will be fully committed to fixing it as efficiently as possible.

Below you'll find all the information you need about making a complaint, including how to contact us and what we promise to do next.

### **What's gone wrong?**

- If you're unhappy with the service you've received from Energy Solutions, one of our employees or one of our suppliers, let us know and we'll investigate it straight away.

### **How long before your complaint is resolved?**

- If your complaint is made by email or post, we will be in touch within one working day to confirm it's been received and that we're working on it.
- We'll keep you updated on the progress of your complaint at least every two working days.
- We aim to resolve any complaint within seven working days.
- If the problem isn't resolved within seven working days, as we are signed up to the TPI Code of Practice, we will (with your consent) escalated the complaint to the Independent Code Manager. He'll send an initial written response within 5 working days. He will let you know what will happen next and when he'll be in touch regarding any next steps, actions, or sanctions.
- If your complaint is about a supplier or you are unhappy with the response that you receive, you may also contact the [Energy Ombudsman](#)

### **How to get in touch with us or the Ombudsman**

It's a good idea to keep any current bills, statements, or other relevant documentation handy throughout the process. You can reach the safe hands of our customer service team by:

Phone – 0203 995 0661 (lines open between 9am & 5.30pm Monday to Friday).

Email – [contact@industrious.energy](mailto:contact@industrious.energy)

Post – industrious Energy, Castleton Mill, Castleton Close, Leeds, United Kingdom, LS12 2DS

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

Phone: 0330 440 1624

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)