



AppletreeValue

Personalised Independent Procurement



Appletree Value Solutions Limited Complaints Handling Procedure



Appletree Value Solutions are committed to providing a transparent and open energy procurement service as well as a fully engaged service offering to all our customers. We are continually interested in developing both our service and sales processes to ensure customers are always satisfied.

In the event of a complaint regarding Appletree's services we will provide a response in a courteous and efficient manner, always engaging with the customer.

Commercial Energy Brokers are regulated by the Energy Ombudsman. If we are unable to resolve your complaint in the timescales set out below then the Energy Ombudsman can agree to take up your complaint in an effort to resolve it. This service is entirely free and has no cost for customers to follow.

Complaints Process

1. Contact Richard Robey as a director of Appletree Value by e mail, telephone or in writing with your concerns. E mail or Telephone contacts are preferred

richard@appletrreevalue.co.uk

Suffolk Enterprise Centre

Felaw Maltings

44 Felaw Street

Ipswich

IP2 8SJ

07917 633640

2. An e mail confirmation of your complaint will be sent to you from Appletree to ensure the detail is correct and the correct resolution can be sought. This will be done within one working day of the initial contact with Appletree regarding a formal complaint.
3. Appletree will update you regarding the complaint within 2 working days and aim to resolve any complaint regarding Appletree's performance within 7 working days
4. If the complaint is upheld then Appletree will provide a written apology, outlining the issue and providing steps to ensure it doesn't happen again by improving the process concerned.
5. Appletree may provide a goodwill gesture for any inconvenience caused. This will be appropriate and commensurate for the inconvenience and relative to the Appletree failure
6. Appletree may provide compensation at their discretion. Compensation will be a fair reflection of any financial loss suffered by the customer and will be relative to the Appletree failure



7. If the customer is unhappy with the outcome of the complaint against the Appletree failure or Appletree have failed to resolve the complaint in an 8 week period since the initial communication to Appletree, then the customer will be issued with a deadlock letter from Appletree Value Solutions. At this point the customer can register a complaint with the Ombudsman at no cost. The Ombudsman's services are impartial and free to the customer. The contact details are at the end of this document.

8. If the complaint is regarding a supplier or caused by a supplier, then Appletree will progress the complaint and register it with the supplier within one working day. Appletree will manage the complaint with the supplier to conclusion providing updates to the customer as the complaint progresses. As a minimum Appletree will contact the supplier each week for an update.

9. If the Supplier is unable to or unwilling to bring the registered complaint to a conclusion in an acceptable time of 8 weeks or less then the supplier has to issue a deadlock letter to the customer. Appletree will then further register a complaint to the Ombudsman on behalf of the customer as their broker. The customer alternatively has the option to progress the complaint with the Ombudsman against the supplier directly which Appletree will assist if required.

Energy Ombudsman Contact details

<https://www.ombudsman-services.org/can-i-complain>

Ombudsman Services: Energy,
P.O. Box 966,
Warrington,
WA4 9DF
Phone: 0330 440 1624