

Complaints Handling Procedure

Local Energy Club

Effective Date: 7th June 2025

Review Date: 6th June 2026

1. Purpose

This procedure outlines how Local Energy Club manages complaints from customers to ensure they are handled fairly, efficiently, and in accordance with UK regulatory requirements and best practices in the energy consultancy sector.

2. Scope

This procedure applies to all complaints received from domestic and business customers, partners, or third parties regarding the services provided by Local Energy Club.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of our service, advice, behaviour of staff, or the outcome of a service.

4. How to Make a Complaint

Customers can make a complaint using any of the following methods:

- **Phone:** 07397 507 242
 - **Email:** hello@localenergyclub.co.uk
 - **Post:** Local Energy Club, No3 Fulwood, Caxton Road, Preston, PR2 9ZZ
 - **Online:** www.localenergyclub.co.uk/complaints
-

5. Acknowledgement

We will acknowledge receipt of your complaint within **2 working days** of receiving it.

6. Investigation and Response

- A dedicated complaints handler or manager will review your complaint fairly and thoroughly.
 - You will receive a formal response within **10 working days**. If the issue is complex and more time is needed, we will inform you and provide an expected resolution date (no later than **8 weeks** from the date of complaint).
-

7. Escalation

If you're not satisfied with the outcome:

Internal Escalation

You may request that your complaint be reviewed by a senior manager or director.

External Resolution

If your complaint remains unresolved after 8 weeks or you are unhappy with the final decision (Final Response Letter), you can escalate to:

Ombudsman Services: Energy

Website: <https://www.ombudsman-services.org>

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

They offer a free, impartial, and independent dispute resolution service.

8. Record Keeping

All complaints and related correspondence will be logged and retained for a minimum of **6 years** for quality control, training, and audit purposes.

9. Continuous Improvement

Complaints are reviewed quarterly to identify trends and implement service improvements.

10. Policy Review

This policy is reviewed annually or when significant changes in regulations or company processes occur.

For Questions or Support

Contact us at:
hello@localenergyclub.co.uk
