

Complaints Procedure

We are committed to continuous improvement and strive to provide our customers with service that exceed their expectations.

If you're unhappy with the service you've received from EXPLORE UTILITIES LTD, one of our employees, contracts or one of our suppliers, let us know and we'll look into it straight away. We promise to investigate your complaint fully and provide you with a resolution in a timely manner.

It is rare that we receive complaints from our customers, however should the occasion arise we have a clear Customer Complaints Procedure.

Our procedure as follows:

- Registering your complaint:
 - Get in touch with the agent you dealt with by phone or email.
 - In the event we receive a complaint, we will work to acknowledge receipt in writing by email within 5 working days.
 - Investigation :
 - We will work to resolve the issue within 5 working days if possible as most complaints are resolved at this stage with our agents.
 - If your complaint isn't resolved at this stage it will be passed onto our Complaints Code Manager to manage. If we are unable to resolve the complaint after four weeks from the date of complaint, we will write to explain why this was not possible.
 - Keeping customer Updated :
 - We will keep the customer updated throughout the process to resolution by phone or email.
 - Resolution:
 - We will inform the customer once the complaint is resolved to their satisfaction.
 - Ombudsman Services
 - If after eight weeks your complaint remains unresolved or you are not satisfied with our final response, we will send a deadlock letter to explain the option available to you. If you are a micro business customer you may refer the complaint to the Ombudsman Services. The service provided is impartial and free to customers.
 - Contact details for the Ombudsman services are
 - Post: Ombudsman services : Energy, PO BOX 966, Warrington, WA4 9DF
 - Phone 0330 440 1624
 - Email: enquiry@ombudsman-services .org

 - Customers making a complaint will be treated with courtesy and respect.
 - We will endeavour to keep a record of the complaint throughout the process.
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It's a good idea to keep any current bills, statements or other relevant documentation handy throughout the process.

You can reach our customer service team by writing, emailing or phoning. Details below

EXPLORE UTILITIES LTD

Suite 4 Cranbrook House, 61 Cranbrook Road Ilford Essex, IG1 4PG

Email info@exploreutilities.co.uk

Telephone 0203 475 8686