

Complaint Management Statement and Process

Customer Statement

At Co-op Energy, we are committed to providing excellent customer service and will do all we can to assist our customers in managing their account.

While we do all we can to keep our customers happy, we recognise that sometimes things may go wrong. Our aim is to ensure that, if this happens, we can put things right in an efficient and timely manner.

Our Process

Stage 1

Once you contact us, we aim to resolve your complaint within 2 working days.

All our advisors are trained to offer you the best possible customer service and will initially work with you to resolve your complaint within 2 working days.

Stage 2

Where it has not been possible to resolve your complaint within the first 2 working days, we aim to resolve your complaint within 8 weeks.

The matter will be referred to our Customer Relations Department. One of our experienced Customer Relations Advisors will be assigned to your complaint and will work with you on a resolution to your issues.

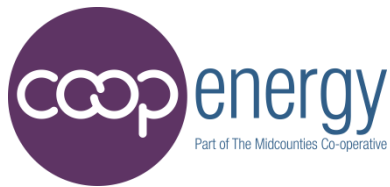
Some straightforward issues may be resolved quickly and we always aim to put things right and provide you with clarification as soon as possible. More complex issues may take longer to resolve, but we will always keep you fully informed of our progress and the next steps.

As part of resolving your complaint, we will offer you an explanation as to our findings and advise you of any corrective action that is required as a result of our investigation. Where it is evident that we have not maintained our high standards of service, we will, of course, provide you with an apology. Depending on the circumstances of the issue and where it is appropriate, we may also offer some form of financial award.

Stage 3

What happens if we have not resolved your complaint within 8 weeks or you receive a final position letter (also known as Deadlock)?

We always aim to resolve your complaint to your satisfaction within 8 weeks from the date of receipt. However, if you are unhappy with the proposed resolution and receive a final position letter from us, or certain circumstances have meant that it has not been possible to resolve your complaint within 8 weeks, you will have the option to refer your complaint to the



Ombudsman Services: Energy, who will undertake an independent investigation on your behalf.

The Energy Ombudsman

The Energy Ombudsman provides a free, independent service for the consumer. The decision made by the Ombudsman Services will be binding on our company, but not on you as the customer. You can seek further advice should you wish to.

Further information on the role of the Ombudsman Services: Energy can be found on the [Ombudsman services website here](#).

How to contact the Ombudsman

Phone: 0330 440 1624

Fax: 0330 440 1625

Textphone: 0330 440 1600

Email: osenquiries@os-energy.org

Website: www.ombudsman-services.org/energy.

Post: Ombudsman Services: Energy PO Box 966, Warrington, WA4 9DF