

Complaints Procedure

- Available by email or post for free on request.
- Contact Details

Anith Khoda 07966843946

Email Anith@arenergyconsultants.co.uk

Procedure

Please Email details of the complaint to the above contact details, we endeavour to reply within 48hrs with a resolution. Should we require further information from the supplier or yourself we will contact you in the above time frame.

A final resolution will be sent within 7 days.

- If after 8 weeks the outcome has not been resolved to your satisfaction a Dead lock letter will be sent out.
- At this point you can escalate the complaint to Ombudsman Services. We will happily support in this process and provide any relevant information needed.
- This service is impartial and free for our clients to use.

Please find. Link below.

<https://partners.ombudsman-services.org/our-services/our-process>

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

We take all complaints extremely seriously and they will be treated with the upmost respect and courtesy.