
**SYNERGY GROUP SVCS LTD
COMPLAINTS POLICY**

1. Definitions

1.1 In this Complaints Policy the following expressions have the following meanings:

- “Appeal”** means your request to escalate a Complaint from Level One to Level Two if you are not satisfied with the outcome at Level One;
- “Appeal Handler”** means a representative of Synergy Group Svcs Ltd who will handle Level Two Complaints;
- “Business Day”** means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in the UK;
- “Complaint”** means a complaint about services provided by Synergy Group Svcs Ltd, about our customer service, or about our employees, agents or subcontractors;
- “Complaint Handler”** means a representative of Synergy Group Svcs Ltd who will handle Level One Complaints;
- “Complaints Policy”** means this document;
- “Complaints Procedure”** means the internal complaints handling procedure of Synergy Group Svcs Ltd which is followed when handling a Complaint and is available on our website at www.utilitysynergy.com
- “Complaint Reference”** means a unique code assigned to your Complaint that will be used to track your Complaint;
- “External Resolution”** means the referral of your Complaint to an external body or organisation for resolution if you are not satisfied with the outcome at Level Two;
- “Level One”** means the first stage in our complaints handling procedure under which your Complaint will be handled by a Complaint Handler; and
- “Level Two”** means the second stage in our complaints handling procedure under which you may appeal the outcome of a Level One Complaint. Your Complaint will be handled by an Appeal Handler.

2. Purpose of this Complaints Policy

- 2.1 Synergy Group Svcs Ltd welcomes and encourages feedback of all kinds from our customers and we are committed to continuous improvement.

If you have a Complaint about our services, our customer service, or about our employees, agents or subcontractors, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and customer experience in the future. We want to make it clear that any customers making a Complaint will be treated with courtesy and respect.

- 2.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:

2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about Synergy Group Svcs Ltd, our services, our customer service, or about our employees, agents or subcontractors;

2.2.2 To ensure that everyone working for Synergy Group Svcs Ltd knows how to handle Complaints made by our customers;

2.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;

2.2.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

2.2.5 To make sure customers are aware that they can seek External Resolution we are members of Energy Ombudsman service which provides the Alternative Dispute Resloution for Energy Brokers.

Ombudsman Services have been providing independent dispute resolution services across the energy, communication and parking sectors since 2002. They are a purpose-led, not for profit organisation with people at the heart of what they do. Their mission is to build trust by ensuring that businesses treat customers fairly.

The Energy Ombudsman resolve disputes between energy suppliers/brokers and their customers. Their independent, impartial service takes into account both the rules and regulations and what is fair and reasonable.

They are dedicated to helping suppliers and brokers to improve their service, processes and customer experience in order to build trust and confidence. The Energy Ombudsman do this through sharing insight and by working more broadly to inform policy and address industry-wide issues for the benefit of all.

3. **What this Complaints Policy Covers**

- 3.1 This Complaints Policy applies to the provision of services by Synergy Group Svcs Ltd, to our customer service and to our employees, agents or subcontractors.
- 3.2 For the purposes of this Complaints Policy, any reference to Synergy Group Svcs Ltd also includes our employees, agents or subcontractors.
- 3.3 Complaints may relate to any of our activities and may include (but not be limited to):
 - 3.3.1 The quality of customer service you have received from Synergy Group Svcs Ltd;
 - 3.3.2 The behaviour and/or professional competence of our employees, agents or subcontractors;
 - 3.3.3 Delays or other problems associated with the provision of services by Synergy Group Svcs Ltd;
- 3.4 The following are not considered to be Complaints and should therefore be directed to the appropriate person:
 - 3.4.1 General questions about our services;
 - 3.4.2 Matters concerning contractual or other legal disputes;
 - 3.4.3 Formal requests for the disclosure of information, for example, under the Data Protection Act;

4. **Making a Complaint**

- 4.1 All Complaints, whether they concern our services, our customer service, or our employees, agents or subcontractors, should be made in one of the following ways:
 - 4.1.1 In writing, addressed to the Complaints Department, 71-75 Shelton St, London, WC2H 9JQ;
 - 4.1.2 By email, addressed to the Complaints Department at enquiries@utilitysynergy.com;
 - 4.1.3 By contacting us by telephone on 0800 955 6802.
- 4.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
 - 4.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled);
 - 4.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
 - 4.2.3 If you are making a Complaint on behalf of someone else, a letter of authority hand signed by the complainant authorising you to act on their behalf;

- 4.2.4 If you are making a Complaint about a particular contract, meter or transaction, the meter number or reference number;
- 4.2.5 If you are making a Complaint about a particular employee, agent or subcontractor of ours, the name of that person;
- 4.2.6 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
- 4.2.7 Details of any documents or other evidence you wish to rely on in support of your Complaint;
- 4.2.8 Details of what you would like Synergy Group Svcs Ltd to do to resolve your Complaint and to put things right. Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.

5. How We Handle Your Complaint

- 5.1 Synergy Group Svcs Ltd operates a two-stage complaints handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level One without further recourse to Level Two. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two. If you are still not satisfied at the end of Level Two, Complaints may progress to External Resolution as detailed below.
- 5.2 Level One:
 - 5.2.1 Upon receipt of your Complaint, the Complaints Department will log the Complaint, the date it was received and will acknowledge receipt of it in writing within 48 hours, giving you a Complaint Reference.
 - 5.2.2 When we acknowledge receipt of your Complaint we will also provide details of your Complaint Handler.
 - 5.2.3 If your Complaint relates to a specific employee, agent or subcontractor, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee, agent or subcontractor in question should take place only via the Complaint Handler and we respectfully ask that you do not contact the employee, agent or subcontractor in question directly concerning the Complaint while we are working to resolve it.
 - 5.2.4 If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

- 5.2.5 We aim to resolve Level One Complaints within 10 working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.2.6 At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Two in the form of an Appeal.
- 5.2.7 A complaint might be resolved by any number of methods such as an apology, making a goodwill gesture or providing compensation.

5.3 Level Two:

- 5.3.1 If you are not satisfied with the resolution of your complaint at Level One, you may appeal the decision within 10 working days, and have the complaint escalated to Level Two.
- 5.3.2 Appeals, quoting your original Complaint Reference, should be directed to your original Complaint Handler who will forward the request to an appropriate Appeal Handler. Receipt of Appeals will be acknowledged in writing within 48 hours. When we acknowledge receipt of your Appeal we will also provide details of your Appeal Handler.
- 5.3.3 If your Complaint relates to a specific employee, agent or subcontractor, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee, agent or subcontractor in question should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee, agent or subcontractor in question directly concerning the Complaint while we are working to resolve it.
- 5.3.4 If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 5.3.5 We aim to resolve Level Two Complaints within 10 working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.3.6 At the conclusion of the Level Two procedure, regardless of the outcome, we will provide you with full details of our investigation, our

conclusions from that investigation, and any action taken as a result. Our decision at this stage is final, subject to your right to seek External Resolution of your Complaint.

5.3.7 If your complaint has either

a) reached a “deadlock” position, where we are not able to agree a resolution and have reached the end of the complaint process; or

b) the complaint has been unresolved for more than eight weeks.

as we are a member of the Energy Ombudsman you, as our customer, have the right to seek External Resolution of your Complaint from that organisation if you are not satisfied with the outcome of your Level Two Complaint or the complaint has been unresolved for more than eight weeks. We will inform you of this right at that time and will issue you with either a ‘deadlock’ letter or an 8-week letter explaining what options you have and your rights to External Resolution.

5.4 External Resolution:

5.4.1 If you are not satisfied with the resolution of your Complaint at Level Two you may seek External Resolution of your Complaint from the Energy Ombudsman. For details of complaint and conflict resolution mechanisms available from the Energy Ombudsman, please contact them at the following:

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

5.4.2 We will issue you with either an eight week or deadlock letter which explains that the Ombudsman Services provide an independent and impartial Alternative Dispute Resolution service that is free for our customers to use.

5.4.3 Resolutions can include: an apology; an explanation of what went wrong; a practical action to be taken to correct the problem; and/or a financial award.

5.4.4 We as a company have to accept dispute resolutions proposed by Ombudsman Services, but you can choose to reject them.

6. Confidentiality and Data Protection

6.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees, agents or subcontractors of Synergy Group Svcs Ltd who need to know in order to handle your Complaint.

6.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by

contacting the data manager at Synergy Group Svcs Ltd at datamanager@utilitysynergy.com

6.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.

7. **Questions and Further Information**

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact the Complaints Department by telephone on 0800 955 6802, or by email at enquiries@utilitysynergy.com.

8. **Policy Responsibility and Review**

8.1 Overall responsibility for this Complaints Policy within Synergy Group Svcs Ltd.

8.2 This Complaints Policy is regularly reviewed and updated as required.

8.3 This Complaints Policy was adopted on 01/06/2022.

8.4 This Complaints Policy was last reviewed on 14/05/2022.