



Smart Energy Solutions Ltd

Complaints Handling Procedure

A simple guide about raising complaints

Applicable to customers of:

- Smart Energy Solutions Limited

Making a Complaint

At Smart Energy Solution Ltd, we are dedicated to delivering excellent customer service and value your feedback on how we can continue to improve. We understand that sometimes things may not go as planned, and if you experience a problem with your account or are dissatisfied with the service you've received, we encourage you to let us know. You can do this by following the complaints procedure set out in this guide.

As part of this procedure, possible resolutions may involve: offering an apology, providing an explanation, taking suitable corrective action, and/or awarding compensation where appropriate.

Our goal is to handle all complaints quickly and professionally while ensuring our customers receive clear and transparent information. If you would like a copy of this procedure in an alternative format, we will be happy to provide it free of charge—simply get in touch with us.

If you would like to raise a complaint, please follow the step-by-step guide on the following pages:

- **Page 3:** Business Electricity and Gas
- **Page 4:** Business Water

Complaints: Business – Electricity and Gas

Smart Energy Solutions Limited Customers

Step 1 – Initial Contact

If you are unhappy with the service you have received, please reach out to your Business Customer Services Team. They will work with you to understand the issue and begin our clear and structured complaints process to find a resolution.

Step 2 – Escalation Process

Our full complaints procedure is designed to be completed within a maximum of eight weeks. A written copy of this process is available free of charge upon request. Where necessary, your complaint can also be escalated internally as part of the process.

Step 3- Agreement/Review

If, after eight weeks, we are unable to reach a resolution that you consider satisfactory, you may be able to seek independent assistance from the Energy Ombudsman (see page 6 for further details).

Complaints: Business – Water

Smart Energy Solutions Limited Customers

Step 1 – Initial Contact

If you're not satisfied with our service, please contact your Business Customer Services Team, who will review the issue and start our complaints process to resolve it.

Step 2 – Escalation Process

Our full complaints procedure is designed to be completed within a maximum of eight weeks. A written copy of this process is available free of charge upon request. Where necessary, your complaint can also be escalated internally as part of the process.

Step 3- Agreement/Review

If, after eight weeks, we are unable to reach a resolution that you consider satisfactory, you may be able to seek independent assistance from the Consumer Council for Water (see page 6 for further details).

Independent advice

In the unlikely event that we do not reach an agreement which you deem acceptable within eight weeks, The Energy Ombudsman & CCW may be able to assist you. The Energy Ombudsman & CCW are a free of charge, independent dispute resolution service that may review the complaint case, providing you meet their acceptance criteria.

The quickest and most assessible way to raise a complaint is by visiting:

www.energyombudsman.org/raise-dispute

www.ccw.org.uk/advice-and-support/make-a-complaint/



Note: Any external reviews and escalations may result in an unchanged or new resolution. Please note that the outcome of any qualifying redress scheme process is binding upon the regulated provider but not upon the relevant consumer or any other category of complaint.

Useful contact information

**Got a query about your service with Smart Energy Solutions Ltd?
Help is here!**

Business (Electricity, Gas & Water) – Smart Energy Solutions Limited:

Telephone: +44 7359878687

Email: contactus@smartenergysolution.uk

Customer Service Postal Address: Smart Energy Solutions Limited, 42 Perseverance Mills Westbury Street, Elland, England, HX5 9AG

If you wish to raise a complaint for any other reason, please contact us via telephone: +44 7359878687