

## Objective

This document sets out the process for clients who wish or need to make a complaint. It provides guidance for any customer making a complaint and to our colleagues who may be receiving such complaints. We set out here our handling process, timeframes, records kept and the role of Ombudsman Services. Effective Complaint Handling as per this procedure will ensure we are able to continuously improve our Business Processes, learning from any issues and continually improving customer experience.

This procedure is available to all ASH Energy Customers on our company website [here](#), or on request.

## How can I make a Complaint?

- You can make a complaint simply by emailing us at [info@ashenergy.co.uk](mailto:info@ashenergy.co.uk) or calling us at 0808 196 1760.
- This procedure is available on our website at <https://www.ashenergy.co.uk/legal-documentation/>
- If you would like to request a copy of this procedure, please contact us at [info@ashenergy.co.uk](mailto:info@ashenergy.co.uk).

## Our Complaint Handling Process





### What Timeframes to expect:

Expected Action	Please Allow
Acknowledgment of written complaint	3 Days
Fix requires Simple change(s)	1 Week
Fix requires Complex internal change(s)	4 Weeks
Fix requires Complex external changes(s)	6 Weeks

- We will aim for frontline resolution of most complaints. But please allow some time for weekends etc.
- However, some complaints may be very complex and some resolutions maybe outside of our control. These complaints may take more time to reach a resolution.
- We will keep you informed of significant updates, or you can check in with us at any time in the process.

### The Records we will keep

1. The reference number for any new complaints
2. Link to the complainant’s account
3. Date and Time the complaint is received
4. Details of the complaint/issue
5. Actions taken to resolve the issue
6. Communication with you, the client about your complaint
7. Any actions arising or resolutions

### Ombudsman Services

We may not be able to resolve every issue raised by our customers. There may be occasions where you will want to escalate your complaint to Ombudsman Services (OS) for free. OS are independent and impartial and will consider both the rules and regulations and what is fair and reasonable.

You may want to escalate your complaint to [Ombudsman Services](#) if your issue’s resolution is outside of our direct control or if we do not resolve your complaint within 8 weeks

### Language

Our personnel will be polite, helpful and respectful at all times in the workplace, including when communicating with customers.

We, likewise, ask the same from our customers and we have a zero-tolerance position towards abusive language. Should any member of staff be subject to abusive or threatening language or behaviour then communication will be terminated immediately.