

## BBA Energy Complaints Handling Procedure

At BBA Energy, we work hard to maintain a high standard of customer service.

If you are unhappy with our service for any reason, we would like to understand why to put things right as quickly and effectively as possible.

To ensure you understand how we manage the process, we have detailed below how we work, so you know what we are doing to move things forward and the expected timescales.

### Step 1

#### Making a Complaint

If you wish to make a complaint, please get in touch with your account manager or another team member at your earliest convenience.

You can contact us by:

- Calling 01767 824024
- Completing the web form online via <https://www.bbaenergy.co.uk/contact>
- By sending a letter to BBA Energy, 3a Market Square, Sandy, SG19 1HT

#### Complaints Handling

Our staff will always provide you with their name and job title. We aim to resolve the complaint at the time of the first contact where appropriate and possible. A record will be made on your account of any conversations and resolution reached. All complaints raised will be acknowledged in a timely manner. If we need to collect further information or make some investigations into the issues raised, we will arrange any further contact. We will also endeavour to keep in touch regularly at agreed times to ensure you are informed as to the progress of the complaint.

## Step 2

### Acknowledging Complaint

If your complaint is not able to be resolved in the first instance, BBA Energy will acknowledge your complaint in writing. We will then carry out an investigation into the matter and provide any possible resolution suggestions.

If you feel that your complaint is not be handled to your satisfaction, you may ask to speak to a manger or request they review your complaint.

We endeavour to respond to you within 10 working days identifying necessary steps that we believe are required to take to resolve the complaint. This may include an explanation, apology, details of any actions we have taken to resolve the complaint and, if appropriate, we may offer a goodwill gesture.

### Keeping in Touch

We aim to go no longer than 10 working days between contacts unless you agree otherwise with your contact.

## Step 3

### Escalating your complaint

If all resolutions have been attempted and you are still not satisfied your complaint can be escalated to the UIA (Utilities Intermediaries Association) to which BBA has signed up to the code of conduct.

If you have a complaint, please contact:

Post: Compliance Director, UIA, PO Box 355, Tunbridge Wells, TN2 9ED

If you are a Microbusiness, you can use the free Alternative Dispute Resolution service from the Energy Ombudsman.

Contact Information:

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

Website: <https://www.ombudsman-services.org/>

Phone: 0330 440 1624