

**THROUGHOUT THE COMPLAINT PROCESS WE WILL BE FAIR, HONEST,  
TRANSPARENT AND PROFESSIONAL.  
IF YOU HAVE A COMPLAINT, LET US TAKE CARE OF IT FOR YOU IN 3 EASY STEPS.**

**STEP 1: Get in touch**

*We are really sorry you are not happy. We value you as our customer and will aim to fix things the same day. Your feedback is important to us as we strive for excellent service.*

<b>YOU CAN:</b>			
CALL US	EMAIL US	WRITE TO US	COME AND SEE US
0800 103 2702	<a href="mailto:complaints@foxglove.energy">complaints@foxglove.energy</a> <a href="mailto:kapow@outfoxthemarket.co.uk">kapow@outfoxthemarket.co.uk</a>	16 North Mills Frog Island Leicester LE3 5DL	Get in touch to make an appointment
You can also find us on; Facebook, Twitter & Trustpilot.			
<a href="http://www.outfoxthemarket.com">www.outfoxthemarket.com</a> – Contact Us - Web Form			

**STEP 2: Investigate & Resolve**

*When you get in touch to make a complaint, we will investigate your concerns fully and let you know what happens next.*

**We may resolve things on the same day. Our resolution can include one or more of the following:**

- An apology
- An explanation
- Appropriate remedial action(s)
- A financial award given the circumstance(s)

If we need more time, we will let you know the next steps, offer you a copy of our complaints handling policy and aim to resolve the matter in 15 days.

**Please note:** we are a resolution-based company and as such, we like to fix things as soon as the matter is brought to our attention. We will work hard to investigate the issue and make sure measures are put in place to stop it from happening again. Not every outcome will result in a financial award and whilst we will consider it, depending on individual circumstances, we believe that the award itself does not fix the problem.

**STEP 2: Escalate**

*If we are unable to resolve this in 15 days or you are not happy with the resolution offered by our Customer Service Team, your complaint will be passed to our Complaint Resolution Team for an internal review to move forward.*

**A member of the complaint resolution team will contact you within 5 working days of your escalation, they may have more questions, or they will provide you with a resolution.**

- They will aim to resolve the matter within 56 days of the complaint being recorded.
- Sometimes the nature of the complaint can be more complex and can take time to fix. We ask that you work with us to ensure a swift and amicable resolution.
- Should you not accept this resolution, you will have the opportunity to raise any additional points. These additional points will be escalated to management and your complaint will be assed one final time. Following this a final response will be issued.

## **Further Information:**

*We aim to sort things out on the same day or follow through the above 3 steps to reach a resolution.*

**Whilst we hope we can get it right for you, and will make every effort to resolve your complaint within a day of receiving it, we will inform you of your rights and the next steps in writing if one of the following occur;**

- **We have not been able to resolve the complaint within eight weeks.**
- **56 Day Letter:** This will inform you of your rights to refer the complaint to Ombudsman Services: Energy if you wish. Although, we will continue to work on your complaint until a resolution is reached.
- **We cannot agree a way forward and reach an impasse; you will be issued a “deadlock” letter.**
- **Deadlock Letter:** This will inform you of our full & final position & give you time to reconsider our offer. You will have 14 days to change your mind, after this our final position will be withdrawn.

## **What Happens Next?**

*You will have the right to refer your complaint, free of charge to Ombudsman Services: Energy.*

- They are independent of us and will complete an investigation on your behalf over 12 weeks.
- They will decide on appropriate remedies. This can include, an apology, an explanation of what went wrong, a practical action to be taken to correct the problem, and a financial award.

Should you accept the Ombudsman’s decision, it will be binding on us (the company) but not on you (the customer).

You can contact the Ombudsman Services: Energy through their website [www.os-energy.org](http://www.os-energy.org), by phone 0330 440 1624, email [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org) or in writing PO Box 966, Warrington, WA4 9DF

## **Our Guaranteed Standards of Performance**

The Guaranteed Standards of Performance leaflet is available in the link provided below. It presents more details about the service we provide, the levels of customer care we guarantee and what you are entitled to from the companies that maintain your pipes and cables.

[www.outfoxthemarket.co.uk/documents/6/OTM\\_Guaranteed\\_Standards\\_of\\_Performance.pdf](http://www.outfoxthemarket.co.uk/documents/6/OTM_Guaranteed_Standards_of_Performance.pdf)

## **Problems with the delivery of your gas or electricity supply**

We will speak to your network supply operator and pass on all the details so they can investigate. We will let you know what they say and pass on any compensation you may be owed from them.

Please be aware, as we are speaking to a third party on your behalf, this may take a little longer to access the information and achieve a resolution to your problem.

## If you need independent advice

It is easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you are struggling to pay your bills.

To 'Know your rights' visit [www.citizensadvice.org.uk/consumer/energy](http://www.citizensadvice.org.uk/consumer/energy) for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06. You can get in touch with them at any time during the complaints process.

The following links will give you access to the Citizens Advice, Know Your Rights leaflet.

[www.outfoxthemarket.co.uk/documents/4/Know\\_your\\_rights.pdf](http://www.outfoxthemarket.co.uk/documents/4/Know_your_rights.pdf)

[www.outfoxthemarket.co.uk/documents/5/Know\\_your\\_rights\\_Welsh.pdf](http://www.outfoxthemarket.co.uk/documents/5/Know_your_rights_Welsh.pdf)

The table on the following page details organisations that may also be able to offer further information or specialist advice:

<b>Independent sources of help</b>			
<b>AGE UK</b>	<b>Energy Saving Trust</b>	<b>National Debtline</b>	<b>The Disabled Living Foundation</b>
Phone: 0800 009 966 Website: ageuk.org.uk	The Energy Saving Trust is organised as a social enterprise with charitable status. Gives independent and impartial advice to communities and households.  Phone: 0300 123 1234 and Home Energy Scotland free on 0808 808 2282 Website: est.org.uk	The helpline that provides free confidential and independent advice on how to deal with debt problems  Phone: 0808 808 4000 Website: nationaldebtline.co.uk	A national charity that provides impartial advice, information and training on daily living aids.  Phone: 0845 130 9177 Website: dlf.org.uk

**For a free paper copy of our complaints handling procedure call us on 0800 103 2702.**

Our complaints handling procedure is governed by: The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008

You can read these Regulations at: [www.legislation.gov.uk/uksi/2008/1898](http://www.legislation.gov.uk/uksi/2008/1898)