

**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.**

1. Process

1.1. Step 1: Get in touch

1.1.1. We are really sorry you are not happy. We value you as our customer and will aim to fix things the same day.

1.1.2. Your feedback is important to us as we strive to deliver excellent service. If you have any suggestions, do let us know and we will be sure to feed this into the business to include in our future improvements.

You can:			
Call us	Email us	Write to us	Come and see us
0800 103 2702	hello@outfoxthemarket.co.uk complaints@foxglove.energy	16 North Mills Frog Island Leicester LE3 5DL	Get in touch to make an appointment
www.outfoxthemarket.co.uk - Contact Us- Web Form			

1.2. Step 2: Investigate and Resolve

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

1.2.2. 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)

1.2.3. 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.

1.2.4. **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.

1.3. Step 3: Escalate

1.3.1. 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.

1.3.2. 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 addressed by the complaints team and your complaint will be assessed one final time. Following this a final response will be issued.
- The complaints team is the highest point of escalation and any matter referred to the CEO/Director/MP or third party will be addressed in line with this policy.

2. Further information

- 2.1. We aim to sort things out on the same day or follow through the above 3 steps to reach a resolution.
- 2.2. 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 the Energy Ombudsman Services 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 time to change your mind, after this our final position will be withdrawn.

3. What happens next?

- 3.1. You will have the right to refer your complaint, free of charge, to the Energy Ombudsman Services.
- 3.2. They are independent of us and will complete an investigation on your behalf over 12 weeks.
- 3.3. 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.
- 3.4. Should you accept the Energy Ombudsman’s decision, it will be binding on us (the company) but not on you (the customer).
- 3.5. You can contact the Energy Ombudsman Services through their website www.ombudsman-services.org, by phone 0330 440 1624, email enquiry@ombudsman-services.org or in writing PO Box 966, Warrington, WA4 9DF.

4. Our Guaranteed Standards of Performance

- 4.1. The Guaranteed Standards of Performance leaflet is available [here](#). 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.

5. Problems with the delivery of your gas or electricity supply

- 5.1. We will speak to your network supply operator and pass on all the details so they can investigate.
- 5.2. We will let you know what they say and pass on any compensation you may be owed from them.
- 5.3. 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.

6. If you need independent advice

- 6.1. To 'Know your rights' click [here](#) for up-to-date information or contact the Citizens Advice consumer service on (England) 0808 223 1133 and (Welsh speaking) 0808 223 1144. You can get in touch with them at any time during the complaints process.
- 6.2. The following links will give you access to the Citizens Advice, Know Your Rights leaflet.
 - [Know your rights in a changing energy market – England, Wales and Scotland version](#)
 - [Know your rights in a changing energy market – England and Wales version](#)
 - [Know your rights in a changing energy market – Scotland](#)
 - [Know your rights in a changing energy market – Welsh version](#)
- 6.3. The table below details organisations that may also be able to offer further information or specialist advice:

Independent Source of Help			
Age UK	Energy Saving Trust	National Debtline	The Disabled Living Foundation
Phone: 0800 009 966 Website: ageuk.org.uk	The Energy Saving Trust is organized 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

- 6.4. For a free paper copy of our complaints handling procedure call us on 0800 103 2702.
- 6.5. Our complaints handling procedure is governed by: The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.
- 6.6. You can read these Regulations at: www.legislation.gov.uk/uksi/2008/1898.