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# Full Policy and Procedure





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## IF YOU HAVE A COMPLAINT, LETS GET IT SORTED

We're really sorry you're not happy. We want to sort things out for you quickly, so please contact us:

- Call 0800 103 2702
- If you would rather inform us in writing email: [complaints@foxglove.energy](mailto:complaints@foxglove.energy) or write to Customer Resolution Management Team 16 North Mills Frog Island Leicester LE3 5DL
- You can also visit our head office

### **If you're not happy with how we're dealing with your complaint**

You can ask for your complaint to be escalated to senior management and they will be in contact within 2 working days.

### **What happens next?**

When you get in touch to make a complaint we'll investigate fully and let you know what happens next – whether that's us being able to resolve it with you straight away, apologising or escalating this complaint to our Customer Resolution Management Team.

### **If you need independent advice.**

It's 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're struggling to pay your bills. To 'Know your rights' visit [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/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.

### **Complaints about our sales activities**

We'll look into the issue, explain what's happened and say sorry. We'll work with you to sort things out.

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

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



## Escalation of complaint

When a complaint is escalated by our customer service team or yourself, a member of the customer resolution management team will contact you within 2 working days with a resolution. However, sometimes more complex issues can take time to fix. We will issue you with a verbal acceptance if we were able to resolve this over the phone. If we are not able to do this we will issue you with a resolution statement which will leave the complaint open for 7 days giving you time to review our resolution and inform us if you would like us to look into things further.

## Our Guaranteed Standards of Performance

The Standards of Performance leaflet is available on our FAQ page under 'Our Complaints Handling Procedure'. It provides more details about the service we provide, the levels of customer care we guarantee and what you're entitled to from the companies that maintain your pipes and cables.

## We always aim to sort out problems as quickly as possible

We'll make every effort to get your complaint sorted within a day of getting it. But, sometimes it can take a little longer. So if we haven't been able to sort it out within eight weeks, or we can't agree a way forward with you, we call this 'deadlock', we'll write and let you know that you have the right to pass your complaint to the Ombudsman Services: Energy. To contact the Ombudsman:

- Call: 0330 440 1624 Textphone: 0330 440 1600
- Email: [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)
- Go online: [ombudsman-services.org/energy](http://ombudsman-services.org/energy)
- Write to: Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF On their website you can also find their factsheet, which gives you full details about their services and how they can help you.

For a free paper copy call us on 0800 103 2702

If you would like to view a copy of The Gas & Electricity – Consumer Complaints Handling Standards – Regulations 2008, visit [legislation.gov.uk](http://legislation.gov.uk)