

Complaints procedure

Definition

A complaint is any expression of dissatisfaction with Cost Advice Services Ltd's (CASL) service. Any clients making complaints will be treated with courtesy and respect.

How to raise a complaint

A complaint may be raised by a customer either verbally or in writing. To ensure all complaints are raised and recorded properly, we would advise customers to raise a complaint in writing where possible.

You may submit your complaint in writing to us by:

- Post Complaints department
 Cost Advice
 1 Church View
 Clay Cross
 Chesterfield
 Derbyshire
 S45 9HA
- Emailing us enquiries@costadvice.co.uk
 Please ensure your email has 'Complaint' as the subject title.
- Faxing us 01246 252781

You may raise your complaint to us verbally by phone calling 0800 040 70 90, where our staff will take all necessary details if this is your preferred contact method.

When submitting a complaint we recommend a customer should provide as much detail regarding their complaint as possible and confirm what they would deem a satisfactory resolution.

Who will deal with the complaint?

In all cases senior managers or company directors will deal with and take ownership of a customer complaint.

How long is the complaints procedure?

Although different complaints will warrant different responses and timescales for resolution, a customer complaint will be acknowledged within 2 working days of receipt by a senior manager or director.

The customer will be kept informed of any updates regarding their complaint regularly until a satisfactory resolution can be agreed.

Where a satisfactory resolution cannot be agreed by CASL and the customer after 8 weeks following the date the complaint was received by CASL, the customer may:

- a) Accept the resolution offered by CASL, or
- b) Take advice from independent legal advisors and pursue the complaint further, or
- c) contact the Ombudsman Services.

You have a right to contact the Ombudsman.

The Ombudsman can be contacted by the following methods:

Phone: 0330 440 1624

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

Online: www.ombudsman-services.org/about-us/contact-us

The Ombudsman Services is impartial and free to use.

This complaints procedure remains available to customers of CASL when requested.