

Complaint procedure for customers

We always aim to provide a high standard of service to our clients; however, we acknowledge that there may be times when issues arise. We are committed to resolving these issues as quickly and effectively as possible.

How to complain

If you wish to make a complaint, please address this to Linda Spencer, Managing Director in one of the following ways:

Email: info@pepqb.com

Telephone: 0114 327 2645

Post: Professional Energy Purchasing Ltd, 04 Park Square, Thorncliffe Park, Newton Chambers Road, Chapeltown, Sheffield S35 2PH

Please note our working hours are 9.00 am to 5.00pm Monday to Friday.

If at any time you would prefer to speak to us face-to-face regarding your complaint, please contact us first to arrange an appointment with the Managing Director.

How long before your complaint is resolved?

- If your complaint is made by email or post, we will be in touch within one working day to confirm it's been received and that we're working on it.
- We'll keep you updated on the progress of your complaint at least every two working days.
- We aim to resolve any complaint within seven working days.
- We will conduct a thorough investigation, and once we have established all the facts required to decide, we will share the findings and conclusion reached with the customer.
- All complaints will be logged, tracked, and recorded. They will be treated with courtesy and respect.
- Professional energy purchasing strives to continuously improve our commitment to complaints and hope to resolve all issues in a timely manner. Your complaint may be resolved by making a good will gesture or giving compensation dependent on concerns.

If we have been unable to resolve your complaint directly, it has been over 8 weeks, or you have received a deadlock letter, you can direct your complaint to the ombudsman services. This is an impartial and free service. Please visit [Our Process | Ombudsman Services \(ombudsman-services.org\)](https://www.ombudsman-services.org)

If your complaint is about a supplier or you are unhappy with the response that you receive within 8 weeks of registering it, you may also wish to contact Citizens Advice Independent Advice. The Citizens Advice consumer service provides free, confidential, and impartial advice on consumer issues and can be contacted at any stage during your complaint, call the Citizens Advice consumer helpline 03454 040 506 or visit www.citizensadvice.org.uk