

8.1 UCR Consultants

Complaints Process

As part of our commitment to quality, we have a structured complaints process in place to ensure that all our customers are treated fairly, with courtesy and respect.

Step 1 - Querying your contract

If you feel that any of the information that we have submitted to a supplier on your behalf is inaccurate or feel that you did not agree to any aspect of the agreement, we ask that you contact the person who advised you in the first instance. This is primarily so that you are speaking with the person who has the best understanding of your supplies and has an audit history of communications to hand. We will do our utmost to resolve your query right away.

Step 2 - Raising a complaint

If you are unhappy with the handling of your query and would like to escalate to the next stage, please email complaints@ucrconsultants.co.uk stating:

- Your name.
- Your business name.
- Your address (the address of the premises that the contract has been arranged for).
- The nature of your query.
- The best number to contact you on and the best time to speak with you.

Alternatively, you can call us on 0116 326 0188 and request a call back from a Team Manager. They will respond to your request within 2 working days and take further details of your enquiry. Or you can write to us at:

UCR Consultants Ltd
Crescent House
40 Regent Road
Leicester
LE1 6YJ

All details of your complaint will be recorded, including the date your complaint was received and details of when you were updated.

Investigating your complaint

Upon receipt of your escalated complaint, the line manager will complete a full audit of communications between you and the advisor in question. This includes but is not limited to; emails, telephone conversations, letters and voicemails. An initial response should be carried out within 5 working days of the complaint being raised and we will keep you regularly updated with progress.

Resolving your complaint

If your complaint is upheld, the line manager will inform you both verbally and in writing. They will apologise for any errors made and highlight any further action to be taken to prevent further occurrences. We will provide you with an explanation of what has gone wrong and what we are doing to put things right; this may include offering a gesture of goodwill or providing compensation.

If your complaint is not upheld, we will outline why this is the case and provide you with the evidence we have gathered supporting this decision. The outcome of our investigation will be provided to you both verbally and in writing.

Step 3 – Independent help & advice

If your complaint has not been resolved within 8 weeks or we are unable reach a mutually agreeable resolution and you receive a deadlock letter, you will be able to raise a dispute with an independent redress scheme. We currently have two available to you both the UIA and Energy Ombudsman. We ask that you raise your complaint with only one scheme. For complaints raised following 1st November 2025 both schemes are available.

For complaints raised between 1st December 2022 and 30th November 2023 please direct your complaints to the Energy Ombudsman.

Energy Ombudsman provide an independent and impartial Alternative Dispute Resolution service that is free for you to use.

You may contact the Ombudsman in any of the following ways:

Website: www.energyombudsman.org

Phone: 0330 440 1624

Email: enquiry@energyombudsman.org

Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

For complaints prior to 1st December 2022 and after 1st December 2023 you can contact the Utilities Intermediary Association (UIA). They provide an independent customer redress scheme and be contacted in the following ways:

Website: <https://uia.org.uk/>

Email: enquiries@u-i-a.org

Post: The UIA Board, PO Box 355, Tunbridge Wells, TN2 9ED

The UIA is a Trade Association for those Third Party Intermediaries (TPI's) facilitating energy purchasing contracts between supplier and consumer. It is an independent, not-for-profit company, limited by guarantee which is directed by its members and administered by its directors.

Alternatively, you can raise your complaint directly with the supplier concerned, informing them that you have attempted to resolve the complaint with us in the first instance.