

## 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.

Our complaints policy can be accessed [here](#) or you can request a free copy to be sent by email or post free of charge.

### **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 [info@ucrconsultants.co.uk](mailto:info@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.

For complaints raised between 1<sup>st</sup> December 2022 and 30<sup>th</sup> 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](http://www.energyombudsman.org)

**Phone:** 0330 440 1624

**Email:** [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

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

For complaints prior to 1<sup>st</sup> December 2022 and after 1<sup>st</sup> 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](mailto: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.**