

Purely Energy Ltd

Complaints Procedure

Introduction

Purely Energy Ltd is committed to providing a high-quality service to every customer. We recognise that, from time to time, things may not go as expected. When that happens, we want to hear about it so we can put things right and improve our service.

This procedure sets out how we handle complaints, the timescales you can expect, and the options available to you if you remain dissatisfied.

Stage 1 – Raising Your Complaint

You can raise a complaint by any of the following methods:

Email:	complaints@purelyenergy.co.uk
Phone:	0161 521 3400
Post:	Complaints Department, Purely Energy Ltd, 810 Mandarin Court, Warrington, England, WA1 1GG

Our team of experienced energy specialists are available Monday to Friday, 9:00 am to 6:00 pm. When you contact us, please provide:

- Your name, company name, and contact details
- A clear description of the issue and any relevant dates
- What you would like us to do to resolve it

Stage 2 – Acknowledgement and Investigation

We will acknowledge your complaint within two working days of receipt. Your complaint will be assigned to a dedicated complaints handler who will be your point of contact throughout the process.

We aim to resolve complaints within 10 working days. If the matter is more complex and requires further investigation, your complaints handler will:

- Explain the reason for the delay
- Provide you with a clear timescale for resolution
- Keep you updated on progress at regular intervals

Stage 3 – Resolution

Once we have concluded our investigation, we will contact you with the outcome. If we are able to reach a resolution you are happy with, we will send you a written complaints resolution letter confirming the agreed outcome.

Stage 4 – Escalation

If you are not satisfied with the outcome at Stage 3, you may request that your complaint is reviewed by a director. To do so, please email complaints@purelyenergy.co.uk or call 0161 521 3400 and ask for a director review.

The director will review the full history of your complaint and provide a final response. If, after this review, we are still unable to reach a resolution you are happy with, we will issue a final deadlock letter setting out our position.

Independent Advice

If you would like independent guidance at any point during the complaints process, the following organisations can help:

Citizens Advice

Citizens Advice provides free, independent, and impartial advice by phone and in person.

Website: citizensadvice.org.uk/energy

Consumer Service: 0808 223 1133

Welsh Language Service: 0808 223 1144

Business Debtline

Business Debtline is a charity offering free, impartial debt advice to small businesses by phone and online.

Website: businessdebtline.org

Phone: 0800 197 6026

Independent Review – Dispute Resolution Ombudsman

If eight weeks have passed since you first raised your complaint, or if we have issued a deadlock letter and your business qualifies as a Micro Business, you may refer your complaint to the Dispute Resolution Ombudsman. The Dispute Resolution Ombudsman provides a free, impartial service to resolve disputes between customers and energy suppliers or consultants.

Micro Business Definition

Your business qualifies as a Micro Business if it meets any one of the following conditions:

- Annual electricity consumption of less than 100,000 kWh
- Annual gas consumption of less than 293,000 kWh
- Fewer than 10 employees (or full-time equivalent) and an annual turnover or balance sheet total not exceeding €2 million

Dispute Resolution Ombudsman Contact Details

Phone: 0333 241 3209

Email: info@disputeresolutionombudsman.org

Post: Premier House, First Floor, 1-5 Argyle Way, Stevenage, SG1 2AD