



# Welcome to Purely Energy Ltd's Complaints Procedure

## 1 - Investigating your Complaint

The purpose of this privacy policy:

Our team of experienced energy specialists are available every weekday between 9 am and 6 pm and will work to resolve your complaint. We are committed to resolving the issues to your satisfaction; feel free to contact us directly if you wish to discuss your complaint in further detail with your dedicated account manager or a director.

Should your assigned complaints advisor or a member of our management team be unable to resolve your complaint promptly, they will provide you with timescales. They will also be in contact regularly with updates on the progress of your complaint.

Please send all complaints to: [Complaints@purelyenergy.co.uk](mailto:Complaints@purelyenergy.co.uk).

At this stage, if we can reach a solution you are happy with then we will:

- Send you a complaints resolution letter via email (if available) advising how we have resolved this situation for you.

## 2 - Not happy with our response?

If not happy with the way we have dealt with your complaint or have any ideas on how we might improve our service moving forward, you may wish to talk further with a director.

Please Email: [complaints@purelyenergy.co.uk](mailto:complaints@purelyenergy.co.uk) or call us on 0161 521 3400 to discuss this.

Complaints department, Purely Energy, 69A, Sankey Street, Warrington, WA1 1SL

If we are unable to reach a solution you are happy with then, we will:

- Send you a final deadlock letter via email (if one is available) advising of our final position on the complaint



### 3 - Additional Independent Advice

#### Citizens Advice

Providing independent and impartial advice, both over the phone and in person, free of charge. Please visit [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or contact the following number:

Consumer Service – 0808 223 1133

Consumer Service Welsh Speaking – 0808 223 1144

#### Business Debtline

Business debt line is a charity providing impartial and independent advice free of charge, both over the phone and online, to small businesses.

Visit [businessdebtline.org](https://businessdebtline.org) or call on 0800 197 6026.

### 4 - Independent Review

After eight weeks from the date of the original complaint, or if we have issued a 'deadlock letter', and you qualify as a Micro Business, you can contact the Ombudsman Services for energy. They will provide free impartial advice and resolve disputes where a final agreement cannot be reached between the customer and the energy supplier/consultant.

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

- Your business uses less than 100,000 kWh of electricity a year: or
- Your business uses less than 293,000 kWh of gas a year or
- Your business has fewer than 10 employees (or their full-time equivalent) and its annual turnover or yearly balance sheet total is not more than €2 million

Email: [Enquiry@ombudsman-services.org](mailto:Enquiry@ombudsman-services.org)

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