

TAG Utility Solutions Ltd - Energy Broker Complaint Handling Procedure

We pride ourselves on our customer service and the manner in which we conduct our business. However, as we all understand that things can go wrong, we take any complaint very seriously. If you are unhappy with any of our sales activities, marketing activities, or just the general level of service you have received, we'll do our utmost to correct these issues to your satisfaction.

In keeping with regulations and as a member of the Ombudsman Services Energy Broker ADR Scheme we are required to advise clients of the options available to them, should you have cause to feel unhappy with an element of our service

If you are unhappy and wish to make a complaint you can do it in one of three ways:

- **Write to us: TAG Utility Solutions Ltd, 22 Hillhouse Road, Troon, KA10 6SY**
- **Call : 07455 142900**
- **Email: info@tagutilitysolutions.co.uk**

We will deal with your complaint straight away with courtesy and respect and inform you of timescales involved to resolve your complaint. We strive to resolve any complaint with fourteen days of receipt, and will keep you advised at all times of progress.

If after eight weeks your complaint is unresolved, then you may refer your case to the Ombudsman Services for an independent review, if:

- 1. You are categorised as a microbusiness by Ofgem**
- 2. Your business is registered in the UK**

3. You have received a deadlock letter or eight weeks have passed since you first raised your complaint

To initiate any complaint please provide as much detail as possible documenting the nature of your complaint and a member of our team will be in contact to discuss it and assist in resolving any issues you may have experienced.

Should you be unhappy with the outcome of your complaint, then you are entitled to contact the Energy Ombudsman for a free and impartial review via any of the following methods:

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

Telephone: 0330 440 1624

E Mail : enquiry@ombudsman-services.org