

Our Complaints Handling Statement

Here at PFP Energy delivering great customer service is at the core of everything we do. We aim to treat you with honesty and integrity so that you can be confident that we are looking out for your interests!

We aim to resolve all our complaints within the first 24 hours of it reaching an advisor, although we know this is not always possible. Here you can see our current process for managing our complaints:

Step 1:

If we have made a mistake or our service isn't up to the standard that you expect, please tell us so we can fix things as quickly as possible. You can contact us on:

T: 01772 395 770

E: Businesscomplaints@pfpenergy.co.uk

A: PFP Energy, Unit2, Edward VII Quay, Navigation Way, Preston, PR2 2YF

Step 2:

You will receive a response from us within 3 working days, as a minimum this will be an acknowledgement of receipt and confirmation of the next steps of our investigation.

Within our investigation, we will summarize your complaint and look into your account in further detail to locate the problem and find a resolution.

We aim to review and resolve your complaint within the first 10 working days, but if this is not the case we will keep you informed.

Step 3:

Once we have reviewed your complaint and found a way to resolve it, we will contact you and inform you of our findings.

Should it be necessary we will apologise for the issue raised and the need for you to contact us. We may consider a good will gesture if it is appropriate to do so, and we will resolve your complaint where possible and explain to you what went wrong.

If you are not happy with our decision, let us know and we can ask our Senior Team to review your case. If your complaint has been escalated to our senior team and we still cannot reach a mutually acceptable agreement, we will contact you, explain our position, and provide you with our final position in the form of a "Deadlock Letter".

Step 4:

In the unfortunate circumstance that we cannot resolve your complaint, and you're not happy with our solution we will advise you of the following independent help that you can seek:

Citizens Advice:

You are free to consult Citizens Advice at any point of the complaint. They provide a free, independent and impartial service. To contact them:

T: 03444 111 444

W: www.citizensadvice.org.uk/energy

Energy Supply Ombudsman:

This is a free and impartial service that is open to energy consumers that want to escalate their complaint within 6 months of raising it with their energy supplier. The Ombudsman will investigate complaints where there has been no resolution after 8 weeks. You can contact them via:

T: 0330 440 1624

T: 0330 440 1600 (Text Phone)

F: 0330 440 1625

E: osenquiries@os-energy.org

A: Ombudsman Service, Energy, PO Box 966, Warrington, WA4 9DF

W: www.ombudsman-services.org/energy