

# Our Complaints Handling Statement

## Complaints

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 395777

E: [hello@pfpenergy.co.uk](mailto:hello@pfpenergy.co.uk)

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

## Response

### 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.

## Still Unhappy?

If you are not happy with our decision, let us know and we can ask our Senior Team to review your case. If once your complaint has been escalated, 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". In this, we will explain that we haven't been able to sort the issue out to your satisfaction, recap what's happened, and give you contact details for the Energy Ombudsman.

### How can the Energy Ombudsman help you?

The energy ombudsman is an independent organisation that can step in if you're not happy with our response, or if it's more than 8 weeks since you first complained and we still haven't put things right for you. The service is completely free, and if they decide we should do more to help you, we have to do whatever they recommend.

### Here's how to contact the Energy Ombudsman Services:

T: 0330 440 1624

T: 0330 440 1600 (Text Phone)

E: [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)

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

W: [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy)

### Free independent help and advice at any stage

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

To 'Know your rights' visit the [Citizens Advice](http://www.citizensadvice.org.uk) website for up to date information or contact the Citizens Advice consumer service on **03454 04 05 06**.