



Complaints Process

In the unlikely event where we do not meet your expectations, we will work with you to put things right as quickly as possible. Should you feel the situation has not been resolved to your satisfaction you may submit a formal complaint as described in this policy.

How do I make a complaint?

You can contact our Customer Support Team directly using one of the following:

- By phone
020 7870 4940 (Monday to Friday 8:00am to 5pm)
- Email us
support@brookgreensupply.com
or
complaints@brookgreensupply.com
- In writing to our offices at
Brook Green Supply, 245 Hammersmith Road, London, W6 8PW

What happens next?

The complaints team will record your complaint immediately upon receipt, and you will receive an acknowledgement letter providing you with your complaint reference number and investigation timescales.

We will aim to respond to you with a resolution within 4 weeks of the date of your complaint, during which we will consult and investigate with internal and external teams. However, if we require more time for the investigation, we will write to you with an update and provide you with a final response within the full 8 week timeframe.

Our final response will be considered as the deadlock letter to your complaint. However, if you are not happy with how your complaint was resolved, you have the option to escalate your concerns by contacting any of the following organisations:

Citizens Advice

Citizen's advice offers free, confidential information and advice on consumer rights, obligations and entitlements. Citizens Advice is available to contact at any stage on 0344 411 1444 Monday to Friday, 9am to 5pm or by visiting www.citizensadvice.org.uk. Citizens Advice Scotland is available to contact at any stage on 0800 028 1456 or by visiting <https://www.cas.org.uk/about-us/contact>.

Energy Ombudsman

The Energy Ombudsman is an Ofgem approved electricity and gas regulator who handle disputes between consumers and energy suppliers. This is a free, independent service for microbusiness and

Brook Green Supply Ltd

8th Floor, 245 Hammersmith Road, London, W6 8PW
www.brookgreensupply.com

Company No: 9910619



small business customers. We encourage our customers to refrain from engaging with the Ombudsman until all avenues for resolution have been exhausted and Brook Green Supply has issued a notice of deadlock. The Ombudsman is only available to energy customers under the category of microbusiness and small business. Please refer to the definitions below:

Micro Business Customer

1. with an annual consumption of—
 - a. Use no more than 100,000 kWh of electricity per year, or
 - b. Use no more than 293,000 kWh of gas per year, or
 - c.
1. with –
 - a. Employ fewer than 10 employees (or their full-time equivalent) and
 - b. and have an annual turnover or balance sheet no greater than £2 million.

Small Business Consumer

1. with an annual consumption of—
 - a. electricity of not more than 200,000 kWh, or
 - b. gas of not more than 500,000 kWh, or
2. with—
 - a. fewer than 50 employees (or their full time equivalent), and
 - b. an annual turnover not exceeding £6.5 million or a balance sheet total not exceeding £5 million.”;

The Energy Ombudsman offers various forms of redress to help resolve disputes between consumers and energy companies. These forms of redress are designed to put the consumer in a fair position following the resolution of a complaint.

An overview of the types of redress that the Energy Ombudsman can provide includes the following:

- A practical action (for example: apply a credit, cancel an account, apply a specified tariff)
- An apology
- A financial award to acknowledge the difficulties encountered
- Recommendations for the company to prevent the issue happening again
- Or, a combination of these

Please note that, any outcome of the qualifying redress scheme process is binding upon Brook Green Supply Limited but not on you as the customer.

If you would like any further information, please find below the contact details for Energy Ombudsman:

Website: www.energyombudsman.org

Email: enquiry@energyombudsman.org

Brook Green Supply Ltd

8th Floor, 245 Hammersmith Road, London, W6 8PW

www.brookgreensupply.com

Company No: 9910619



Phone: 03304401624 (Monday to Friday, 8am to 8pm, and Saturday, 9am to 1pm)
Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

Data Protection and Confidentiality

We take the privacy and security of your personal information seriously. Any information you provide during the complaints process will be handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The information you share will only be used to investigate and resolve your complaint. It may be shared internally with relevant teams or third parties where necessary to address the issue.

Policy Availability

We are committed to ensuring that our complaints policy is accessible to all our customers.

- Online – You can view or download a copy of this policy at any time from our website at [Complaints Process | Brook Green Supply](#)
- Email – You can request a PDF copy of this policy at any time via email to complaints@brookgreensupply.com

Should you have any questions regarding our complaints procedures or policy, please don't hesitate to get in touch via email to complaints@brookgreensupply.com.