

## HOW TO MAKE A COMPLAINT

At Brook Green Supply, we aim to provide our customers with the best customer service achievable and hope that you need to never make a complaint.

In the unfortunate circumstance that you believe that you either have been treated in an unprofessional manner or have any other concern regarding Brook Green Supply, we urge you to please bring the issue to our attention so that we may assist in resolving your grievance immediately.

Here are the steps to submit a formal complaint.

### 1. How to get in touch with us

To submit a formal complaint, contact our Business Support Team by email, phone or post. Please provide as much information as possible regarding the issue so that our team may resolve it in the most expedient manner. If we are unable to resolve the issue immediately, we will provide a unique reference number and the contact name of a dedicated Business Support Advisor who will handle your case and aim to offer a resolution within 10 working days.



complaint@brookgreensupply.com



020 7870 4940



Brook Green Supply Ltd  
Grievance  
80 Hammersmith Street,  
London  
W14 8UD

### 2. If you are unsatisfied with our handling of your grievance

If, on the rare occasion, you are either not satisfied with how your Business Support Advisor dealt with your complaint, or we were unable to resolve the issue within the 10 working days, our Head of Operations will step in and take the following actions:

- provide a formal apology;
- in reviewing the issue(s), they will take the necessary actions to resolve any issue within 14 working days;
- offer you a full written explanation of the circumstances surrounding your grievance; and,
- provide compensation (if applicable).

However, if our attempts are unsatisfactory, you may request a letter of deadlock that will state the full and final position.

If you are a micro business – as defined by OFGEM – you may also contact the:

#### **Citizens Advice Consumer Service**

Throughout your complaint procedure, you may seek free and independent advice by contacting the Citizens Advice consumer helpline on 0345 404 0506.

For more information on the Citizens Advice consumer helpline, please visit <https://www.citizensadvice.org.uk/energy/>

#### **Ombudsman services**

If you remain unsatisfied as per our handling of your grievance and either do not accept any agreement proposed, or 8 weeks have passed since registering your complaint and you have not received a deadlock letter, please contact the Ombudsman Services on 0330 440 1624 (Mon-Fri, 9am – 5pm) for a free and independent review.

For more information on the Ombudsman Services, please visit <https://www.ombudsman-services.org/energy.html>

If the Ombudsman finds we have not dealt with the complaint appropriately it will advise us on what action to take. We are bound by any decision made by the Ombudsman, but customers are not.