



Complaints Policy and Procedure

Introduction

At Euro Energy Group, we are dedicated to providing outstanding service and innovative energy solutions. We understand, however, that there may be times when our service does not meet your expectations. This policy is designed to guide you through the process of making a complaint, ensuring it is handled efficiently, fairly, and respectfully.

Our Commitment

Efficiency: We aim to resolve complaints quickly and effectively.

Fairness: Every complaint is treated with impartiality and integrity.

Confidentiality: Your privacy is paramount, and all complaints are handled with the utmost confidentiality.

Improvement: Feedback is a gift, and complaints are an opportunity for us to improve our services.

How to Make a Complaint

Contact Us: You can submit your complaint via:

Email: Send us an email at customercare@euroenergygroup.co.uk

Phone: Call our customer service team on 01254 945768 (Option 1).

Letter: Write to us at Suite 16, The Globe Centre, 1 St. James Square, Accrington, BB5 0RE.

Provide Details: Include as much detail as possible, such as your address, the nature of your complaint, and how you would like us to resolve it.

Acknowledgement: We will acknowledge receipt of your complaint within 1 business day.

Our Procedure

Assessment: Your complaint will be assessed by our dedicated complaints team.

Investigation: A thorough investigation will be conducted to understand the issue fully.

Resolution: We aim to resolve complaints within 20 business days. If it takes longer, we will keep you updated on our progress.

Final Response: Once resolved, we will provide you with a final response outlining the outcome.

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If You Are Unhappy With Our Resolution

If you are not satisfied with our response, you have the right to escalate your complaint to a senior manager. Should you remain dissatisfied, you may refer your complaint to Ofgem or the relevant regulatory authority for further review.

Continuous Improvement

We regularly review our complaints to identify trends and areas for improvement. Your feedback is invaluable in helping us elevate our service standards.

Contact Us

For any queries regarding our complaints policy and procedure, please contact our customer service team. We are here to assist you.

Conclusion

At Euro Energy Group, we are committed to excellence and transparency in all we do. This complaints policy and procedure ensures that when issues arise, they are addressed in a manner that is both effective and respectful. We value your feedback as an opportunity for growth and strive to exceed your expectations in all areas of our service.

Remember your voice matters to us and we are here to help you. Whether it's a compliment, suggestion, or complaint, we are always listening.

Approved on behalf of the company by:

Immy Valentino

A rectangular box containing a handwritten signature in black ink, which appears to be "Immy Valentino".

Director
January 2024