



Sanctus Consulting Ltd

Complaints Handling Procedure Micro Business

We aim to provide excellent customer service for your customer journey with ourselves. We are only human, and mistakes can happen, so we welcome any complaint as an opportunity to learn and improve moving forward. Complaints can be made via phone, email, or writing.

We want to make it easy for our customers to be able to tell us if they have an issue or problem, and that we will listen and investigate the issue promptly and find a solution at the earliest opportunity.

Complaints Procedure

Step 1

Many problems can be resolved informally and quickly by speaking to the consultant / account manager directly, telling them what your issue is and what needs to be done to rectify it. We recommend this as the first step.

Step 2

If you are unsatisfied after speaking to the account manager / consultant or feel it's inappropriate to discuss the issue with the person concerned, then please let us know in writing and the complaint will be escalated to the Compliance Manager

When writing please include as much information as possible such as:

What your issue is.

What happened.

Why you're dissatisfied.

What we can do to put things right.

You can email to accounts@sanctusconsulting.com please make the email for the attention of the Customer Compliance Manager

You can also write to us if you prefer.

Customer Compliance Manager

Sanctus Consulting Ltd

Unit G4 Tanfield Lea Business Centre

Tanfield Lea Industrial Estate

Stanley

County Durham

DH9 9DB



Step 3

We will send you written or electronic acknowledgement within 3 working days of receiving your complaint identifying the person who will be handling your complaint.

We endeavour to resolve your complaint within 10 working day and we will send you either

- 1, A final response to that will address your complaint or
- 2, A holding response, in some cases we may have to speak to a third party such as a supplier or aggregator who have their own service level agreements regarding complaints. We will keep you fully informed.
- 3, Upon reaching a conclusion we write to you with our investigation results and if there is an issue, we will correct it or will issue a deadlock letter if you're not happy with the outcome. This will be our final response.

Step 4

Sanctus Consulting Ltd is registered with Ombudsman Service Alternative Dispute Resolution (ADR) Scheme. If you are unsatisfied with the outcome or the complaint passes 8 weeks from when you first informed us of the complaint in writing and you have had no response.

You can contact the Ombudsman Service Alternative Dispute Resolution Scheme you can request that they investigate the complaint.

The ADR is free of charge and the outcome of the investigation is binding to ourselves and not the Micro Business.

For the ADR Scheme to investigate a complaint you must meet the following criteria.

- 1, Be a Micro Business
- 2, Have raised a complaint with the company in writing and followed the complaints handling procedure and had no response after 8 weeks.
- 3, Have had a Deadlock letter from the company.

The Ombudsman ADR Scheme can be contacted by

Online: www.energyombudsman.org

Phone: 0330 4401624

Email: enquiry@energyombudsman.org

Post: Ombudsman Services Energy PO BOX 730, Warrington, WA4 6WU