

Our Energy Complaints Policy

As a customer focused organisation, we are committed to make sure that each and everyone that engages with our business receives a first-class service. Nevertheless, should something go wrong, or if you are unhappy with the service you have received, please get in touch with us at the earliest opportunity so we can work to put things right as soon as possible.

You can make a complaint in the following ways: All customer complaints will be treated professionally and respectfully.

Telephone: 0114 4701050

Email: help@thefamilysolutions.com

Stage 1: Upon receipt of your complaint, we will acknowledge your complaint within 48 hours.

Stage 2: We will aim to resolve your complaint within 10 working days. Sometimes this is not possible, and we may need further time, if so, we will notify you and keep you updated with the new timescale required to resolve the matter.

Stage 3: At this stage we will provide you with a resolution to your complaint. If this is acceptable, then the matter will be resolved and concluded.

Stage 4: If you remain dissatisfied with the resolution provided or should the complaint, not be resolved after eight weeks, you have the option to contact The Ombudsman directly. Should this happen, we will send you a 'deadlock' letter, along with contact details for the Ombudsman service.

Please be assured that the Ombudsman Service is impartial and free.

Yorkshire Business Group

Electric Works

Concourse Way

Sheffield City Centre

S1 2BJ.

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