



Complaints Policy

Excellent customer service is part of our DNA at Utility Assist, but we recognise that not everything always goes to plan. When this happens, it is important that any client of Utility Assist Ltd has the ability to get their complaints handled in an efficient and effective way.

As such we have signed up to a voluntary Code of Conduct run by the Utility Intermediaries Association (UIA), who operate an independent complaint handling facility for any complaint made against us, which we are unable to resolve internally.

We are also signed up to the mandatory Alternative Dispute Resolution (ADR) scheme for Micro Business clients. We have two options available – the Ombudsman Services scheme and the UIA scheme.

Details of our claims handling process are as follows:

Complaint handling procedure

- a. If you are not satisfied with our service, please do not hesitate to contact us. We will deal with your concerns in a fair and constructive manner as part of our Complaint Handling Process. Your contact will provide feedback and create an opportunity for us to learn and meet our aim of providing the highest standard of service for you, our client.
- b. Complaints should be sent by:
 - a. letter addressed to the Managing Director, Utility Assist, 1 St Godwald Road, Aston Fields, Bromsgrove, Worcestershire B60 3BN
 - b. email to admin@utilityassist.co.uk
 - c. via the web-based form on our website

The complaint will be noted in our Complaints Log and you will be sent an acknowledge receipt. This will also contain the contact details of the nominated person responsible for resolving the issues you have raised. You will be updated on progress at a minimum weekly and it is our aim is to resolve your concerns as quickly as possible

- c. Where the complaint, in whole or in part, concerns the contract between you and your Supplier, Utility Assist will advise the Supplier of that complaint within 24 hours. Acknowledgement of this action will also be sent to you
- d. For Micro-Business clients whose complaint we can't satisfactorily resolve directly the client will have access to the Alternative Dispute Resolution (ADR) scheme, independently operated on behalf of the government by Ombudsmen Services. (See below for further details).
- e. For non-Micro-Business clients where the complaint is, in whole or in part, about an alleged breach of the Utility Intermediary Association (UIA) Code of Practice then Utility Assist will also immediately notify the Office of the UIA.

Complaint Principles

1. When a complaint is received via a third party i.e. a consumer advice service (such as Consumer Futures or Citizen Advice Consumer Service), Utility Assist have processes to adequately deal with the matter through this channel.
2. When a Micro-Business complaint has either a) reached a "deadlock" position, where we aren't able to agree a resolution and have reached the end of the



complaint process; or b) been unresolved for more than eight weeks, then we will issue either a “deadlock” letter or 8-week letter confirming the situation and that the complaint can be raised with Ombudsman Services via the ADR scheme (see below).

3. When a non-Micro-Business complaint was received at the Office of the UIA, and it is unclear from the content that Utility Assist has had the opportunity to deal with the issues, then the Office of the UIA will have passed the complaint to us to be handled. A record of this will have been made in the Complaints Log and we will deal with the complaint as from b) above
4. Where we are not able to agree a resolution then you may refer the complaint to the Office of the UIA to be dealt with under its Code of Practice and Disciplinary Procedure. This can be found at http://www.uia.org.uk/full_code_of_practice.htm
[Appendix C1](#)

ADR Process

Ombudsman Services provide an independent and impartial Alternative Dispute Resolution service that is free for our clients to use.

Details of the process and how to access the ADR scheme can be found at www.ombudsman-services.org

The Ombudsman can be contacted by the following means:

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

Should the client decide to escalate their complaint to the Ombudsman, following our offer to resolve the complaint, then any goodwill offer previously made by ourselves during our negotiations will be withdrawn.