

Ark Professional Limited

Complaints Procedure

Step 1

As a business that puts their customer first, you can rest assured that we will endeavour to resolve any complaints that you have promptly and efficiently. As a first step please reach out to your business development manager via the usual communication methods to discuss your concerns

Step 2

If, for whatever reason, your business development manager is unable to resolve your initial complaint please email us at info@arkpower.co.uk. Please ensure you provide us with your company name and meter number, along with details of your complaint. This will be picked up by one of our dedicated customer service team who will log your complaint and issue you with a complaint reference number along with confirmation of the date on which your complaint was logged.

Step 3

If, after 2 working days, we have not been able to resolve your step 2 complaint or provided an agreed way forward, we will escalate your complaint to director level.

Step 4

We aim to resolve all complaints within 10 working days of step 3, if however, this is not the case and together we have not been able to find a satisfactory outcome, please rest assured that we will conduct a full and fresh review of your complaint.

We will also review the way in which we have handled the complaints process. Our business strives to offer best practice in dealing with complaints at all times and to ensure that our customers know that they're always valued.

Step 5

Ark Professional Limited are part of the Energy Ombudsman Alternative Dispute Resolution scheme. The Energy Ombudsman provide an impartial dispute resolution service to ensure that a resolution is reached. In the unlikely event that, 8 weeks from the date the complaint was initially received, a solution that both parties are happy with has not been reached, we will issue the below email. This means that the complaint is in a state of 'deadlock' and an independent resolution is required from the Energy Ombudsman.

You can now access a free, impartial dispute resolution service to resolve your complaint

Complaint reference number: [XXXXXX]

Dear [Customer]