

## COMPLAINT HANDLING PROCEDURE WHAT POWER (UK) LTD

What Power UK Ltd will do everything to ensure our clients receive the best possible service. If you consider you have a cause to complain, *we will resolve this as soon as possible*. We treat complaints seriously, respond with respect and address matters fully in a **timely** fashion. Where **we cannot resolve** a complaint or the time-frame needs to be extended, **we will keep you informed**.

We are invested in **continually learning** and any complaint reinforces our commitment to continuous improvement. Below are details of our contact points, the complaints procedure and the timeframes for resolution. The **circumstances** within which a complaint may be escalated to Ombudsman Services is also clarified below.

### How to Make a Complaint

- If you wish to make a complaint you may advise us by email or in writing.  
Email [info@whatpoweruk.com](mailto:info@whatpoweruk.com) -Address - What Power UK Ltd Clarendon House 14 St Andrews St; Droitwich Worcestershire WR9 8DY -T 07505 491558 - Gerald Preater MD.

### Our Procedure

- We acknowledge receipt of the complaint within 2 working days. If your complaint concerns a service such as an Energy Supplier or Broker Rate Portal provider, *we will promptly refer your complaint by email to the Third Party firm and notify you. If the other firm is solely responsible, we provide their contact details as our final response*.
- We resolve your complaint at the earliest possible stage. We will investigate the matter and usually send our final response to you no later than 8 weeks of the date we received the complaint. We will keep you *regularly informed of our progress* and the measures being taken to resolve your complaint. You are welcome to contact us to check the status.

If the matter is unresolved by us after 8 weeks (deadlock) we will email you to explain why we have been unable to resolve the complaint and outline the options open to you.

### Relevant factor - Microbusiness Criteria -

- An annual consumption of electricity of not more than 100,000 kWh; or
- An annual consumption of gas of not more than 293,000 kWh; or
- Fewer than the equivalent of ten full time employees and an annual turnover or annual balance sheet not exceeding €2 million. Where the micro business receives gas and electricity supplied by the same energy supplier, the annual consumption of gas and electricity shall be treated separately for the purposes of determining its capacity to make a complaint to Ombudsman Services: Energy.

You can contact the Ombudsman Services after 8 weeks if not resolved or if deadlock is reached. Their contact details as follows:

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF Phone: 0330 440 1624 Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)