



UTILITY CREDIT SOLUTIONS - COMPLAINTS PROCEDURE

1. PURPOSE OF THIS PROCEDURE This Complaints Procedure explains how Utility Credit Solutions (UCS) manages complaints and concerns. UCS is committed to providing a professional, transparent and fair service to all clients and stakeholders.

2. OUR COMMITMENT We aim to investigate complaints promptly, fairly and objectively, maintaining clear communication throughout the process and seeking a reasonable resolution wherever possible.

3. HOW TO MAKE A COMPLAINT Complaints should be submitted in writing by email or post and include details of the issue, relevant dates, supporting documents and the desired outcome.

4. ACKNOWLEDGEMENT OF COMPLAINTS UCS will normally acknowledge receipt of a complaint within five Business Days.

5. INVESTIGATION PROCESS A complaint will be reviewed by an appropriate member of management. UCS may review records, correspondence, quotations, supplier information and contractual documentation.

6. FORMAL RESPONSE UCS aims to provide a formal written response within twenty-one Business Days of receiving all relevant information.

7. ESCALATION PROCESS Where a complainant remains dissatisfied, the matter may be escalated for further management review.

8. ALTERNATIVE DISPUTE RESOLUTION The parties may seek mediation or another form of Alternative Dispute Resolution before commencing court proceedings.

9. COMPLAINTS RELATING TO SUPPLIERS UCS acts as an independent consultant and intermediary. Complaints relating directly to utility supply, billing, metering, network issues or supplier performance may need to be directed to the relevant supplier.

10. CONFIDENTIALITY Complaint information shall be treated confidentially and disclosed only where necessary for investigation, legal compliance or dispute resolution.

11. DATA PROTECTION Personal information received as part of a complaint will be processed in accordance with UK GDPR and the Data Protection Act 2018.

12. NO ADMISSION OF LIABILITY Investigation of a complaint or engagement in settlement discussions shall not constitute an admission of liability by UCS.

13. LEGAL RIGHTS Nothing in this procedure limits any legal rights available to either party. UCS reserves all rights under its Terms and Conditions and related agreements.

14. RECORD KEEPING UCS may retain complaint records for insurance, compliance, audit and dispute resolution purposes.

15. CONTACT DETAILS Utility Credit Solutions, Office 361, 18 Young Street, Unit LGE, Edinburgh, EH2 4JB, Scotland, Email: info@utilitycreditsolutions.co.uk, Website: www.utilitycreditsolutions.co.uk