



# [COMPLAINT HANDLING PROCEDURE]

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## **1. Policy**

The complaint management procedures for the handling of complaints received by FAMA ENERGY SERVICES LIMITED are based on the instructions and regulations by OFGEM with a view to establishing, putting into place, and upholding efficient and open processes for the fair and prompt handling of complaints or grievances received from current or potential Customers, and maintaining a record of each complaint or grievance and the steps taken for the complaint's

resolution. The company's steps taken to address any annoyances that may arise in business relations are compiled in the Procedure Manual for Handling Client Complaints

## **2. Procedure**

### **2.1 Filing Complaints**

The clients willing to submit a complaint are advised to complete a Complaint Form and to send it to the Company through the following means:

- By sending an e-mail with a brief explanation of the subject of complaint at [info@hifama.com](mailto:info@hifama.com)
- By sending the complaint via registered mail at: 544 Cathcart road G42 8YG UK
- By giving us a call via phone at: +44 141 266 0644

The complaint form can be sent electronically to the customer concerned upon the receipt of an inquiry or can be downloaded or filled from the Company's website [www.hifama.com](http://www.hifama.com)

### **2.2 Receiving Complaints**

After receiving the complaint, the Compliance Department notifies the complainant that his query was received by the end of the following working day and gives him or her the name and contact information of the person handling the complaint.

Every complaint form that the company receives will be given a protocol number and entered into the complaints register kept by the compliance department. The Compliance Department will investigate and address the complaint in collaboration with the Manager of the Department involved. A briefing or opinion from the company's legal counsel may be requested depending on the nature of the situation and any potential claims that may result.

### **2.3 Handling Complaints**

Customer complaints and grievances are handled by the Compliance Department. Their responsibilities include handling customer complaints or grievances effectively and efficiently so that the company can adopt and apply the necessary measures to fully protect the interests of the customers and the company. They also ensure that corrective measures are put in place to prevent the repetition of the same complaints or grievances. The General Manager is responsible for handling complaints or grievances that concern the Compliance Department.

In the Compliance Officer absence, the General Manager shall be responsible for the implementation of the Company's Complaints Handling Procedures.

### 2.3.1 The Complaint form

The Complaint form along with the current Complaint Handling Procedure is available on the FAMA ENERGY SERVICES LIMITED website at ([www.hifama.com](http://www.hifama.com))

The Compliance Department records the complaint in the customer's complaint form which includes the following steps:

Let us know about the problem by one of the below contact methods, please provide as much information as possible to help us resolve the complaint and how you would like to be contacted in the future.

- Call us: +44 141 266 0644
- Email us: [info@hifama.com](mailto:info@hifama.com)

Write to us: 544 CATHCART ROAD G42 8YG UK

### 2.3.2 Review

If we can't answer the question right away, we try to review and react in no more than 7 working days. We constantly seek methods to enhance our offerings, and we take complaints seriously. A resolution could be given in the form of an explanation, an apology, a solution to the issue, or a monetary reward.

## 2.4 Handling Complaints

After we have responded, please let us know if you are not happy with how we handled the situation or the resolution of your complaint. We will then conduct an internal assessment of your issue within three working days. When we have completed our investigation into the complaint, we will then deliver a final resolution. If the contract is active with an Energy Supplier, there are times when we might not be able to provide the requested resolution. Nevertheless, we will always let you know if this is the case and what to do next.

### 2.4.1 Unresolved Complain

If we haven't been able to reach an agreement on a resolution, putting the complaint in a deadlock, or if the complaint isn't resolved within eight weeks as a microbusiness, you can contact the Energy Ombudsman, an impartial service that is free for you to use. Hopefully, it won't come to this step and we have resolved your complaint to your satisfaction.

The Energy Ombudsman,

- Phone: 0330 440 1624,
- Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org).

- Post: Energy Ombudsman, PO Box 966, Warrington, WA4 9DF

For independent advice, the Citizens Advice Service can also be contacted on the consumer helpline: 0808 223 1133

### **3. Records and measures**

For the fast treatment of client complaints or grievances, the company should maintain efficient and open procedures. Each grievance or complaint filed against the company must be documented, along with the steps taken to resolve it.

All complaints, as well as any pertinent communication and documentation, must be kept by the Compliance Department for a minimum of two years.

The client's file has a copy of the complaint form that is archived, and a different copy is retained in a separate file (the "complaint/grievance file").

At each month's end, the Director looks over the "complaint/grievance file" to make sure the department heads have taken all necessary steps to avoid repeating the same complaints or grievances.

The Compliance Officer must follow this procedure OR FOR ANY ASSISTANCE  
INFO@HIFAMA.COM

### **Final Provisions**

FAMA ENERGY SERVICES LIMITED will let the complainant know, along with the final response, that if he or she is unhappy with the response received and the settlement terms presented to him or her, he or she may refer the complaint and a copy of the final response from the company to the Energy Ombudsman.