



**Fluent Energy Limited** prides itself on the levels of service provided to our customers and constantly strives to improve every aspect of its operation.

That been said, if something does go wrong and you want to make a complaint, we will investigate any issues and aim to rectify them promptly, professionally and with impartiality. Our customers can rest assured they will be treated with the upmost levels of courtesy and respect throughout the complaints procedure and have peace of mind that everything will be done to put things right.

Our step-by-step procedure is stated below and we welcome any request to explain each one in more detail. This document is available electronically and by post if required.

#### **STEP 1**

A complaint may be registered via email to [complaints@fluent-group.co.uk](mailto:complaints@fluent-group.co.uk) or by telephone on: 01892532373. In order to process the complaint quickly we ask that the customer provides as much information as possible in the initial contact.

#### **STEP 2**

All complaints will be logged and given a unique reference number. It will then be escalated to one of the Directors of the business and they will respond by email within 5 working days.

#### **STEP 3**

Within two weeks of receiving a complaint we will send the customer a detailed response to it. The response will reflect the progression of our handling of the complaint and:

If it is clear the complaint is a result of the actions of a member of staff or operation of Fluent Energy Limited it will state the proposal for the resolution of the complaint which may include a full apology and any gesture of goodwill deemed appropriate.

If we are unable to resolve the complaint in the time specified due to waiting for information from other sources, to manage the customer's expectations, we may need to readjust the time line. In either case we will ask the customer to acknowledge receipt of the communication to ensure a clear audit trail.

#### **STEP 4**

Once resolution is agreed we will send a final confirmation of the terms and take any action to fulfil them.

However, if we are unable to resolve the complaint within 8 weeks, we will provide the details of the Ombudsman service to suggest the customer uses their services. These services are impartial and free of charge.

More details on the assistance provided by the Ombudsman and contact details can be found here:

<https://www.ombudsman-services.org/sectors/energy>

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

Phone: 0330 440 1624

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)