

# COMPLAINTS PROCEDURE.



We work hard to ensure all of our colleagues are well-trained and highly knowledgeable across all areas of the business, but unfortunately things do sometimes go wrong. As part of resolving your complaint we will offer you an explanation and an apology. We may also take remedial action and, when appropriate, may award compensation.

## **How to make a complaint:**

### **Stage 1.**

We aim to resolve complaints as quickly as possible and believe that, in most cases, complaints can be resolved informally. As such please contact us as soon as possible if you have a grievance.

If you contact us by telephone or in person, make a note of the person you have spoken to.

Make a note of any resolution offered immediately and whether you are satisfied with the outcome.

If you are not happy with the resolution offered, you may take the complaint to the formal stage.

### **Stage 2.**

Record your complaint in writing and send to Spark Energy UK Limited, St. Pegs Mill, Thornhill Beck Lane, Brighouse, England, HD6 4AH.

You will receive an acknowledgment within 3 working days of receipt of your written complaint.

Please include your telephone number and email address. We may contact you by telephone to ensure that we have understood your complaint properly.

Your complaint will be recorded in our complaints' log and assigned for investigation.

You will receive a detailed response within 14 working days of receipt of your complaint, unless the investigation takes longer, which may involve a site visit. In which case you will receive a progress report and an expected date for when you will receive a final reply. This will be no longer than 14 working days later.

### **Stage 3.**

In the event of an unresolvable issue, You can refer Your case to Our nominated alternative dispute resolution provider through HIES. HIES can be contacted at Centurion House, Leyland Business Park, Centurion Way, Farington, Leyland, England, PR25 3GR or [info@hiesscheme.org.uk](mailto:info@hiesscheme.org.uk)

We agree, in the event of a dispute, we will exclusively attempt to resolve the dispute through using HIES's alternative dispute resolution services.

## Our Complaints Procedure

1. You can contact us initially by phone, email or post. You should do so as soon as possible after first noticing the problem.
2. We will take the details of the complaint and log them into our Complaints Log and make a thorough note of the details provided. In some cases, we may make contact to seek clarification of any points where necessary.
3. We will inform you that we will do our best to resolve the complaint, but you have a right to pursue the complaint if we cannot reach a satisfactory resolution (see point 10).
4. For complaints by phone, if we can't resolve the matter immediately, we will ask you to put the complaint in writing, in an email or letter, so that there is a clear record for everybody. We will offer help with this if you should need it.
5. If necessary, we may have to ask you to provide us with photos or additional materials to help support us to resolve the complaint. We will note anything received from you in our Complaints Log.
6. If appropriate and we need to inspect the system or visit you to investigate the complaint, we will endeavour to do so within 5 days of receiving the complaint. But if you are without heating or hot water as a result of the situation that led to the complaint, we will get out to you within 24 hours.
7. If a visit is necessary, we will let you know the outcome as soon as possible after the visit. We will also record this in the log of the complaint.
8. We will keep a note of contacts (or attempted contacts) with or from you while we are trying to resolve the complaint, including telephone conversations.
9. We will always endeavour to respond to you with our findings and a summary of actions /communications within 10 working days of receiving the complaint.

Whenever we can, we will aim to sort the complaint out more quickly than this and informally, for example with a phone call to give advice that solves the problem.

10. If we cannot resolve a complaint and you are not satisfied with the remedy offered, you can pursue your complaint via the following impartial bodies:

a) If the complaint is (partly or wholly) about technical aspects of the installation of an energy generator, you can contact the MCS installer certification body via the links below:

- <https://mcscertified.com/complaints-compliance/>
- <https://mcscertified.com/somethings-gone-wrong/>

b) If the complaint is about matters within the remit of The Home Insulation & Energy Systems Contractors Scheme (HIES), please direct your complaint to HIES. The HIES dispute resolution process is set out in the 'How to Complain' section of the HIES website. See details below:

## **The Home Insulation & Energy Systems Contractors Scheme (HIES)**

**Centurion House, Leyland Business Park, Centurion Way, Leyland, PR25 3GR**

**Tel: 03443 245 242**

**Website: <https://www.hiesscheme.org.uk/>**

11. We will cooperate with MCS or HIES complaint-handlers to assist them to resolve your complaint.

12. We will not take, or threaten to take, action against you through the courts without first trying to solve the problem as set out here and in HIES's dispute resolution process.

13. We will regularly review the Complaints Log, to identify any actions we may need to take to prevent complaints recurring.

14. It is our policy to treat all complainants the same. However, eligible complainants, customers that have purchased goods and services using a lenders finance, are legally defined and have additional rights in law that we must acknowledge and adhere to.

a. The Financial Conduct Authority complaints rules apply to complaints:

i. Made by, or on behalf of an eligible complainant.

ii. Relating to regulated activity.

iii. Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.

If you are dissatisfied with our response and your agreement is regulated by the Financial Conduct Authority, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of the final response or 8 week holding letter. Further information and contact details can be found below

### **Contact:**

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

15. We will consider a complaint closed when we have made our final response to the customer. This does not prevent a customer from exercising any rights they may have to refer the matter to the Financial Ombudsman Service or our consumer bodies including the Microgeneration Certification Scheme (MCS) or The Home Insulation & Energy Systems Contractors Scheme (HIES).
16. Complaints will be treated sensitively, confidentially and in accordance with the HIES Scheme Rules and Code of Practice, which is the Consumer Code we adhere to (You will have received a copy of these with your contract) and in line with the General Data Protection Regulation (GDPR).
17. When we receive a complaint the complaint handler, will record it in the complaints log.
18. Your complaint will be delegated to a suitable member of staff for investigation. They will acknowledge in writing within 3 working days of receipt, confirming who they are and when you can expect a further response.

## How to Contact Us

There are several ways you can contact us if you have a query or question about your service.

Phone: 0330 818 7273      E-mail: [complaints@sparkhome.co.uk](mailto:complaints@sparkhome.co.uk)

Post: Spark Energy UK Limited, St. Pegs Mill, Thornhill Beck Lane, Brighouse, England, HD6 4AH.

## Independent Help and Advice - Citizens Advice

For free, impartial advice on your situation you can contact Citizens Advice consumer service at any stage in the complaints process on 0808 223 1133 or <http://www.citizensadvice.org.uk/energy>. You can also get impartial information from your local Citizen's Advice Bureau.

Visit 'Know your rights' or fill out their online form for any consumer energy query.