



MAKING A COMPLAINT

Complaints Handling Procedure

By allowing AT Energy UK to negotiate the energy supply contracts for your business, you have placed your trust in the services we provide and we have in turn made a commitment to you. If you feel that you have not received the service that you expected, we would very much like to hear from you.

The following information is a guide on how to make a complaint with AT Energy UK and how your complaint will be handled. If you have any queries relating to this, please do contact us.

Stage 1: Contact Us With Your Complaint

You can contact us in one of the following ways:

Call Us	0845 680 1421
Email us	contactus@atenergyuk.com
Write to us	AT Energy UK, Southbridge House, Southbridge Place, Croydon, Surrey, CR0 4HA

Our energy advisors are available on the telephone from 9am to 5pm, Monday to Friday (we are not open bank holidays). We anticipate that most issues can be handled at this stage by one of our energy advisors. If this is not the case, you will be referred to stage 2.

Stage 2: Internal Review by the Managing Director

Sometimes, it can take a little longer to handle your complaint. If your complaint has not been settled within two working days or if at any time you are unsatisfied with how your complaint is being handled, it will be passed to the Managing Director for a full, internal review. You can contact the Managing Director in any of the following ways:

Call	0845 680 1421
Email	admin@atenergyuk.com
Write	AT Energy UK, Southbridge House, Southbridge Place, Croydon, Surrey, CR0 4HA

Stage 3: Contact External Resources

If you are still not satisfied with how the complaints resolution, or 7 days has passed since your original complaint, you can contact The Energy Ombudsman for free, impartial advice:

Call	0330 440 1624
Email	enquiry@ombudsman-services.org
Write	Ombudsman Services Energy, PO Box 966, Warrington, WA4 9DF
Web	https://www.ombudsman-services.org/sectors/energy

Additional Information

If your complaint relates to an energy supply contract or a specific supplier, you can also contact the supplier it is related to. Contact details are usually on any literature we provide regarding that supplier or contact one of our energy advisors and we provide the contact details for you. You can also find your suppliers contact information on an invoice, any literature they made send you and/or on their website.

All complaints are handled with care, sensitivity and confidentiality. If you have any questions regarding our complaints handling procedure or wish to discuss anything further, please contact us and one of our team will be happy to help.