



Complaints Handling Procedure

Version 4.1

About This Document

This document provides you with the process of raising a complaint and what to expect from us if you do raise a complaint.

You have the right to complain

By allowing AT Energy 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.

To make a complaint, please follow the steps listed:

Stage 1: Contact Us with Your Complaint

You can contact us in one of the following ways:

Call	0330 135 8528
Email	contactus@atenergyuk.com
Write	AT Energy, Southbridge House, Southbridge Place, Croydon, Surrey, CR0 4HA

Our energy advisors are available from 9am to 5pm, Monday to Friday (we are not open on public holidays).

Your complaint will be logged, and you will receive written confirmation of this with your unique complaint reference via email (or post if preferred) within 5 working days (10 working days for post). We anticipate most issues can be handled at this stage by one of our energy advisors but if this is not the case and your complaint is not resolved within 10 working days, you will automatically be referred to stage 2. You are welcome to refer to stage 2 at any time if you are dissatisfied with the progress of stage 1.

Stage 2: Internal Review by the Managing Director

It can sometimes take a little longer to handle your complaint if further information is required, or we need to liaise with suppliers and/or external bodies. If your complaint has not been settled within 10 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 using one of the following methods:

Call	0330 135 8528
Email	md@atenergyuk.com
Write	The MD, AT Energy, Southbridge House, Southbridge Place, Croydon, Surrey, CR0 4HA

Once our full investigation of your complaint is complete, we will let you know what will happen next - whether it is us saying we are sorry, fixing a problem, making a goodwill gesture, or providing compensation. If you are unhappy with this and/or would like further options, please refer to Stage 3.

Stage 3: Alternative Dispute Resolution

Our aim is to always have your complaint remedied within one working day of receiving it, but sometimes it can take a little longer.

If we have not been able to remedy your complaint within 8 weeks for you notifying us, or if we have been unable to provide you with a way forward that you will agree to, we call this "deadlock". In these

instances, you have the right to free, alternative dispute resolution services from The Energy Ombudsman.

The Energy Ombudsman is a not-for-profit organisation that assists businesses with disputes between energy suppliers, energy brokers and their customers. This service is free to use, and the Ombudsman is completely impartial - they do not take sides and they make informed decisions based on the evidence and information they have been provided.

You are not obliged to accept the Ombudsman's decision either, but if you do, we are obliged to accept their decision and we will act on exactly what they say. That could mean providing you with an apology, remedying a problem or paying compensation.

You can contact the Ombudsman using one of the following methods:

Call	0330 440 1624
Email	enquiry@energyombudsman.org
Write	Ombudsman Services; Energy, PO Box 966, Warrington, WA4 9DF
Web	www.energyombudsman.org

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 you 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, on 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.

Visit www.atenergyuk.com/complaints for our full downloadable complaints handling procedure. You can also contact your account manager or email contactus@atenergyuk.com for a copy.

For any clarification, or for any further information, please contact your account manager or the customer service team.