

We strive to provide a superior level of service and take client dissatisfaction very seriously.

If you have cause to complain we will deal with your issue in a fair, courteous and timely manner keeping a clear record of all communication throughout the process. We will take on board all comments and where appropriate, use them to improve the level of service we provide to all our clients.

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Stage 1

Please raise any complaint with your day-to-day point of contact. You should set out your issue in writing by email or post, giving as much detail as possible. They will provide a formal response within ten working days.

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Stage 2

If you do not receive a response within ten working days or remain unhappy with the initial response, you can escalate your complaint to the management team. Please direct your complaint in writing addressed to the Managing Director, again giving as much detail as possible for us to fully investigate.

You will receive a formal response within ten working days and as appropriate, an invitation to meet and bring the matter to a conclusion.

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Stage 3

If your complaint remains unresolved for more than eight weeks and you are classified as a microbusiness, it can be escalated to the Ombudsman Service for free impartial advice. We are signed up to their Alternative Dispute Resolution and full details can be found here <https://www.ombudsman-services.org/sectors/energy>



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