

Complaints Processing Policy – Balboski Ltd

This Complaints Processing Policy explains in simple terms how Balboski Ltd shall handle any complaint received into the business.

We've created this document so that we can provide a consistent and fair approach.

We encourage any feedback and continually look to improve our services. In the event a customer feels unhappy with any part of our service, we welcome the opportunity to put things right. We will treat all complaints with the upmost care and respect to find a suitable solution as quickly as possible.

We like to think that it would not be needed to go as far as the first step, however we recognise that in very exceptional circumstances you may need to present your case where the result leaves you unsatisfied.

Step 1

A complaint is any expression of dissatisfaction with the service received by Balboski Ltd T/A Fairer Business Energy. A complaint can be made in writing, email, by telephone or in any other form.

Please provide as much detail as possible about the reasons for your complaint and the outcome you would like to see.

Contact details:

Email: Info@fairerbusinessenergy.co.uk

Telephone: 01903 251270

Post: Amelia House, Crescent Road, Worthing, West Sussex, BN11 1QR

Upon receipt of your complaint, we will formally log and record the date and time, this will enable us to work within the below timeframes.

Step 2

We will send you a written or electronic response of your complaint within five business days of receipt, identifying the person who will be handling the complaint for the business. Wherever possible, that person will not have been directly involved in the matter, which is the subject of the complaint, and will have authority to settle the complaint.

Step 3

Within 10 business days of receiving a complaint we will send you either:

1. a final response which adequately addresses the complaint; or
2. a holding response, which explains why we are not yet able to resolve the complaint and indicates when we will make further contact with you.

3. If we do not hear from you within a timescale of 7 days after issuing our final response, we will assume you are satisfied with the outcome.

Step 4

If you are not satisfied with our final response, we will be happy to consider a further response, but in the absence of new evidence or material flaws being evident in our findings, it is unlikely to change the outcome of our investigation.

Step 5

We will send you a final response which adequately addresses the complaint no later than eight weeks from receiving a complaint.

Step 6

If you are unhappy with our final response, or we have been unable to provide you with a final response within eight weeks from receiving your complaint, then you will be able to seek help from the Ombudsman.

Their website is <https://www.ombudsman-services.org/sectors/energy-brokers> and it provides more information about the service they provide.

You can contact the Ombudsman via any of these options:

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

We are not responsible for the content on their website.

The Ombudsman service is a free and impartial service for you to use.