

Utility Services Complaints Procedure

A complaint is an expression of dissatisfaction concerning a utility broker service provided by The Linton Consultancy Ltd. As a company The Linton Consultancy Ltd take all complaints extremely seriously. We are committed to resolving complaints as soon as they are brought to our attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible. We promise that complaints are dealt with respectfully and courteously.

You can complain in a number of ways:

- Complete the website form located at the bottom of our home page at www.thelintonconsultancy.com
- Write to: The Linton Consultancy Ltd, Bartle House, Oxford Road, Manchester, M2 3WQ.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint
- Copies of any documentation relating to the complaint.

The Linton Consultancy Ltd ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within two working days of it being made.

We will investigate your complaint and respond to you within ten working days.

We hope that your complaint will have been resolved however in the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to the Energy Ombudsman.

Post:

Energy Ombudsman

P.O. Box 966

Warrington, WA4 9D

Phone: 0330 440 1624

Email: enquiry@energyombudsman.org

If you have any questions about the contents of this policy, please contact Martyn Linton on 0333 090 4219 or email office@thelintonconsultancy.com