

Better Connected – Complaint Handling Procedure

If you have raised an issue with Better Connected and you feel that it has not been addressed in a satisfactory way you may at your discretion register a complaint in order that your case is looked at further.

Better Connected makes every effort to ensure that we are committed to continuous improvement.

To register a complaint, please follow the below procedure.

1. Please make contact in writing via email to sme-support@bc-consultants.co.uk, your email subject should clearly state “Complaint” and then also state your company name. If you wish to make a complaint via telephone, please telephone 0845 217 7525 whereupon you should state clearly that you would like to make a complaint and ask to speak to a manager. The manager will then take detailed notes regarding your complaint and provide these back to you in writing for your review. Alternatively, a complaint can be made in writing via sending a physical letter or in person at The Stables, Colehill Bank, Congleton, Cheshire, CW12 3AD.
2. Please provide a full description of the service and supplier issues that have been experienced, listing the relevant supply number [MPAN – Electricity or MPRN – Gas].
3. If your complaint relates to billing from an energy supplier, please provide copies of all relevant bills that you wish to be reviewed. A record of the case will be retained including all details and the date that any complaint was registered.
4. All clients will be treated in a courteous and respectful way on an individual basis.
5. Better Connected will respond after consulting all parties relating to the supply involved in the complaint and complete internal checks which we aim to complete within 10 working days, all complaints will be responded to.
6. The response provided by Better Connected will detail our findings and report the supplier decision or the decision of Better Connected [Whichever is applicable].
7. Within the response from Better Connected we may seek to resolve the case by way of apologising, making a goodwill gesture or offering compensation as appropriate.
8. If the client finds that the response from Better Connected is not satisfactory, the customer may request a dead lock letter from Better Connected. This will set out the final position from Better Connected relating to the relevant case. If the complaint cannot be resolved directly or if the complaint has been unresolved for more than eight weeks from the date the complaint was made. The client is entitled to escalate the complaint to the Ombudsman Services who offer an impartial and free service to adjudicate unresolved complaints. How to escalate a complaint to Ombudsman Services can be found on Better Connected website at the following link: - <https://better-connected.biz/customer-questions/>

A copy of this Complaint Handling Procedure is available by email or post without cost upon request.