

## Harrier Energy – Complaints Procedure

Our complaints procedure is set out on our website. You can contact us by email, telephone or post as follows so that our team can assist you:

Visit: <https://www.harrierenergy.co.uk>

Telephone 0191 3860369

Email: [complaints@harrierenergy.co.uk](mailto:complaints@harrierenergy.co.uk)

Post: Harrier Energy, 27 Telford Close, High Shincliffe, Durham DH1 2YJ

Should there be an issue regarding any of our services we will endeavour to resolve your issue within a ten working day period of receiving your notification.

We will advise you of your complaint number and date received at the initial notification within 72 hours and if unresolved within ten working days an update will be sent you via email or preferred contact details or contact us at any time during this period.

We are here to help in our ongoing efforts for continuous improvement.

Depending on the type of issue, it can and may take a little longer, therefore if we have not been able to resolve the issue within eight weeks, or we cannot come to an agreement that satisfies a way forward with you, we will unfortunately have to register this as a 'deadlock', in which case we will write to inform you of this and that you have the right to pass your complaint to the Ombudsman Services: Energy Broker "Alternative Dispute Resolution Scheme" (ADR), who are there to help resolve disputes between energy brokers and their customers.

The Ombudsman's services are a "FREE SERVICE" to use and are totally independent of any energy supplier, or broker – they do not take sides and their decisions are based entirely on the information they receive directly from you the customer and records provided by the broker.

Once a decision has been provided by the Ombudsman Services: Energy Broker "Alternative Dispute Resolution Scheme" (ADR), you do not have to accept their decision; however should you wish to, we will act on what they say. The decision provided may include but not limited to:

- An apology
- Explanation into how things occurred and possible resolution
- Resolving the issue
- A goodwill gesture or compensation.

YOU MAY CONTACT THE OMBUDSMAN IN ANY OF THE FOLLOWING WAYS:

Visit: [www.ombudsman-services.org](http://www.ombudsman-services.org)

Phone: 0330 440 1624

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

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

Unsure of your rights as an Energy Consumer get “FREE independent advice” and assistance by contacting:

Visit: <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/>

Adviceline (England): 0800 144 8848

Advicelink (Wales): 0800 702 2020

**DON'T FORGET! YOU CAN CONTACT ALL OF THE ABOVE FOR ASSISTANCE, AT ANY TIME WHETHER BEFORE, DURING OR AFTER THE COMPLAINTS PROCESS.**

Additionally for more legislative information:-

For a copy of The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008. please visit: <https://www.legislation.gov.uk/ukxi/2008/1898/contents>

## **Complaints Procedure**

### **Stage 1 - Investigation by Account/Relationship Manager**

Customer care will forward the complaint to the relevant Account/Relationship Manager. The Account/Relationship Manager will record all details of the complaint including date received onto the Complaints Log.

We will aim to acknowledge the complaint at Stage 1 within 3 working days, enclosing a copy of the Complaints Policy and Procedure.

The Account/Relationship Manager will carry out a thorough investigation.

The Account/Relationship Manager will write to the customer within 14 working days with the result of the investigation and a conclusion to the complaint.

If the customer is not happy with the result of stage 1, they will have 5 working days to advise the Account/Relationship Manager and request that the complaint be reviewed by a Director.

### **Stage 2 - Review by Director**

We will acknowledge that the complaint is now at Stage 2 and pass the complaint to the appropriate Director for investigation.

The Director will carry out a review within 10 working days from receipt of the notice of elevation to Stage 2 and will examine all the correspondence and notes relating to the complaint to ensure that it has been dealt with fairly. The Director will consider all the facts relating to the complaint and decide whether the decision should be changed, upheld or re-investigated

The Director will aim to provide a formal written response within 10 working days of the review.

The letter will advise the customer that if they are still not satisfied we will unfortunately have to register this as a deadlock, in which case we will write to inform you of this and that you have the right to pass your complaint to the Ombudsman Services.

**Stage 3 – Additional Dispute Resolution (Available to Micro-business Customers Only) – Available from 1st December 2022**

When a complaint has either:

- a) reached a “deadlock” position, where the parties involved aren’t able to agree a resolution and have reached the end of the complaint process; or
- b) been unresolved for more than eight weeks.

The Micro-business customer can contact the Ombudsman’s free of charge impartial Alternative Dispute Resolution Service.

**Visit:** [www.ombudsman-services.org](http://www.ombudsman-services.org)

**Phone:** 0330 440 1624

**Email:** [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

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