

## Complaints Handling Procedure

Customer satisfaction is of foremost importance to ElectroRoute and we will always endeavour to provide a high level of customer service. However, we want to hear if you feel otherwise. This procedure sets your rights and will guide you through the process of raising a concern with us. When a concern is raised, we will strive to:

- Guarantee that the complaint is dealt promptly and with care;
- Ensure complaints are kept strictly confidential;
- Take all appropriate measures to find a fair solution;
- Provide the customer with a satisfactory explanation of the issue, an honest apology and an appropriate level of compensation, depending on the outcome of the complaint;
- Take the necessary mitigating actions to prevent issues of this nature arising in the future.

We are here to ensure you experience a high-quality service, we will always engage with you and do our best to solve the issue in the minimum time possible.

### How to Make a Complaint

You can initiate and progress your query orally or in writing at your discretion, using either of the options below.

### Contact Us

#### **Post:**

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Pure Offices

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