

Complaints Procedure

Communal Energy Partners manage customer complaints using the following procedure: -

- 1) If a customer wishes to make a formal complaint, this can be done by writing to the Complaints Manager either via email to:

complaints@cepartners.co.uk

or sending by post to:

Communal Energy Partners
PO Box 2024
Liverpool
L69 3AA

- 2) Email complaints will receive an automated acknowledgement upon receipt and an email reply within 15 working days
- 3) Postal complaints will receive an acknowledgement letter within 7 days of SW Energy receiving their letter and a written reply within 20 working days of receipt of the complaint letter.
- 4) Should the customer be unhappy with the response to the complaint, the customer can in writing, identify the reasons for this and reply accordingly. The situation will be reviewed by a senior member of the Communal Energy management team and a response issued in line with the stated timescales in steps 2 & 3.
- 5) Should the customer remain dissatisfied with the second response, the details should be supplied in writing and at this stage the details of the complaint will be reviewed between Communal Energy Partners and the Client to ensure the complaint has been addressed appropriately.