

## COMPLAINTS HANDLING PROCEDURE

### Step 1

Log a complaint via email, phone or a letter. Please supply as much evidence as possible when logging a complaint.

Email - [support@clearcost.co.uk](mailto:support@clearcost.co.uk)

Phone - 0203 597 3147

Post -  
10 Craig Street  
Birtley  
Chester-le-Street  
DH3 1EX

### Step 2

We will acknowledge and record your complaint within 2 working days of receipt, after which we will carry out our initial investigation and provide a response, where possible, within 10 working days. We will notify you if we are unable to resolve with means of apology or compensation or the complaint has been unresolved for 8 weeks or more. We aim to resolve all complaints within a 10-day timeframe. We will treat you fairly and with respect during the full complaint process.

### Step 3

Upon investigation of the complaint within the 8-week period you will receive a deadlock letter once the investigation is complete outlining findings & offering a resolution to the of how we can resolve the complaint.

### Step 4

If you are unhappy with the outcome, or we have been unable to resolve within 8 weeks then you may wish to escalate to Ombudsman Services. The Ombudsman service is a free and an impartial service, they will look at all of the evidence provided to make a decision on the outcome of the complaint. You can contact the Ombudsman service on the below details:

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

Phone: 0330 440 1624

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

We are always looking to continuously improve and greatly appreciate any feedback, good or bad.