

# Complaints Handling Procedure

A simple guide about raising complaints

Applicable to customers of

- Penta Solutions Ltd



# Making a Complaint

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We are committed to providing outstanding customer service and always welcome your views and opinions on how we can improve upon our service standards. We recognise that we do not always get things right and if there is an issue with your account, or you are unhappy with the level of service you have received from us, please let us know by using the complaints procedure outlined in this help guide.

Throughout this procedure, potential remedies may include: an apology, an explanation, the taking of appropriate remedial action and/or the award of compensation in appropriate circumstances.

We always aim to resolve complaints promptly and professionally and provide clear and honest information to our customers. To obtain a copy of this procedure in other formats, free of charge, please do not hesitate to contact us.

**If you would like  
to raise a  
complaint,  
please follow the  
step-by-step  
guide.**

# Complaints: Business – Electricity and Gas

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## Step 1 – Initial Contact

Please contact your Business Customer Services Team to let them know you are not satisfied and discuss with them how we can help to resolve the issue. They will then initiate our transparent complaints procedure to help work towards a resolution.

## Step 2 – Escalation Process

Our full complaints handling procedure can take a maximum of eight weeks to complete. This document can also be provided to you in writing on request, free of charge. The procedure includes opportunities for the complaint to be escalated internally if required.

## Step 3- Agreement/Review

In the unlikely event that we do not reach an agreement which you deem acceptable within eight weeks, the Energy Ombudsman (Ombudsman Services), the Citizens Advice Consumer Service and/or Advice Direct Scotland may be able to assist you.

# Independent advice

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In the unlikely event that we do not reach an agreement which you deem acceptable within eight weeks, **The Energy Ombudsman (Ombudsman Services)** may be able to assist you. The Energy Ombudsman are a free of charge, independent dispute resolution service that may review the complaint case, providing you meet their acceptance criteria.

The quickest and most assessible way to raise a complaint is by visiting: [www.ombudsman-services.org/complain-now](http://www.ombudsman-services.org/complain-now)

**Post: Energy Ombudsman**

**P.O. Box 966**

**Warrington, WA4 9DF**

**Phone: 0330 440 1624**

**Email: [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)**



# Useful contact information

## Penta Solutions Ltd

Telephone: +44 1213185556 (Monday to Friday, 9am-5pm, local rates may apply)

Email: [complaint@pentasolutions.co.uk](mailto:complaint@pentasolutions.co.uk)

Customer Service Postal Address: 116 Wright Road, Birmingham, England, B8 1PE