



Business

www.catalyst-commercial.co.uk

Keeping you up to date with our latest business developments.

Complaints Handling Procedure

We know sometimes things can go wrong and we take complaints very seriously, so if you aren't happy with our sales and marketing activities or the service you've received, we'll always do our best to put things right.

This leaflet tells you what to do if you have a complaint.

Please give us the opportunity to put it right. When you call or write to us, your Account Manager will manage your enquiry and they'll do all they can to resolve your issue straight away.

In the unlikely event that we've been unable to resolve your complaint, or you remain unhappy you can ask for your complaint to be referred to our Complaints Team and request that they contact you by phone or letter.

Alternatively, you can:

email: info@catalyst-commercial.co.uk

or write to: Complaints Team, Catalyst Commercial Services Ltd, Kathleen House, 10 James Road, Tyseley, Birmingham, B11 2BA

What we'll do:

- Rest assured we're committed to resolving your complaint. We'll keep in touch with you until it's finalised.
- We'll carry out a review of all the actions we've taken and all correspondence between us.
- We'll keep you informed through to resolution.

Our commitment to you

We'll always do our best to resolve your complaint within 10 working days. If it takes longer than this, we'll tell you the likely timescale and keep you informed of our progress throughout. If your complaint is about our sales and marketing activities, you can be assured we'll investigate it thoroughly as any sales representative acting on our behalf must meet the standards set out in our code of practice.

When complete, our response to any complaint about our service to you, our products or failure to meet the required standards in our sales and marketing will include (where appropriate) an apology, an explanation and/or compensation. We'll also let you know what we have done to put things right.

In the event that you are not satisfied with how your complaint has been resolved the energy Ombudsman offers an independent service which is free to use. They will carry out an independent investigation on your behalf and act as an arbiter to resolve any complaints to a satisfactory conclusion. You can call them on 0330 440 1624, email them enquiries@os-energy.org or visit their website at www.os-energy.org for further advise. Complaints that are not resolved within 7-days are further escalated to the TPI code Manager.

