

# Our complaints policy and procedure



## Our Promise

We will take your complaint seriously. We pride ourselves on the support we give our customers and we always aim to resolve issues quickly and fully. We will work on your behalf and own the issue, including any supplier correspondence until you are satisfied that the issue has been concluded.



### Step One

#### Raise your issue

You can raise your complaint via email or telephone. We will acknowledge receipt of your query within 24 hours.

We aim to resolve all issues within 5 working days and will update you throughout the resolution process.



### Step Two

#### Complex Query

If in the unlikely event that we have been unable to resolve the issue within 5 working days, or the issue is deemed complex, your issue will be personally managed by our Head of Customer Experience

We will inform you if this is the case and explain if there is anything else we require from you at this stage.



### Step Three

#### Ombudsman

If the complaint reaches deadlock or is more than 8 weeks old, you have the right to raise the issue to the Energy Ombudsman.

In either case we will write to you explaining your rights and with all relevant contact details.

The ombudsman procedure can be found [here](#)

You can also get advice from the Citizens Advice Bureau [here](#)

## What you can expect

- Our customer experience team to be helpful, polite and professional at all times
- Our customer experience team to explain how we will handle your query.
- For us to record your issue and how it is resolved.
- To be kept up to date with the progress of your issue.



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