

Complaint handling procedure – energy brokerage

We are members of the Ombudsman Services Energy Broker ADR Scheme.

Should you have a complaint, please refer to the procedure below. You can get in touch with us by phone, in person, or in writing including by email.

1).In the first instance please speak to your normal energy broker contact.

Contact details:-

As well as your normal broker contact, you can also make contact via energy@cosave.co.uk

Our commitment:-

We would like to reinforce our commitment to continuous improvement. In the 15+ years of offering this service, complaints have been rare if none at all but administrative errors can occasionally occur. In such cases we will:-

- *Treat anyone making a complaint with courtesy and respect.
- *Deal with any complaints promptly, including with an initial acknowledgement within three working days and a fuller response within two weeks.
- *Keep a record of the date and details of any complaint.
- *Be upfront and tackle any issue head on, having established the facts.
- *Apologise.
- *Discuss making a goodwill gesture if appropriate.

Please note, whilst the fact of the energy market rising so steeply in 2022 is of concern, market movements of themselves are not grounds for complaint about the service offered.

2).If necessary, 1) above can be escalated to the Energy Manager, and thereafter to a Director.

3)If the issue cannot be resolved or remains unresolved for eight weeks, then you have access to the Ombudsman Services Energy Broker ADR Scheme. The Ombudsman Services is a division within the ‘Ombudsman’ and is impartial and free. ADR stands for Alternative Dispute Resolution.

Contact details:-

Call your normal energy contact on 0845 450 1467

Email:- admin@cosave.co.uk (please include the word ‘Complaint’ in the subject bar of the email).

End. Co-Save Complaint Procedure v3.