

Complaints Procedure

How to get in touch with us

Please keep any current energy bills, statements or other relevant documentation handy throughout the process where you can.

You can reach us by:

Phone – 0204 5099 589 (9am until 5.30pm Mon – Fri)

Email – ian@proquire.uk

Post - Complaints, Proquire Ltd, Suite G7, Woodland Place, Wickford, SS11 8YB

Every year Proquire Ltd (and it's affiliated company CIMA Energy Solutions Ltd) helps businesses of all types and sizes with their energy requirements. We are committed to providing the highest level of advice and care at all times but we recognise that occasionally things can go wrong or that we may have not met your expectations.

Unfortunately, these things can happen. We know we are not perfect no matter how much we strive to be. But we do want to learn from our mistakes and what you tell us helps to improve our service to you. Therefore we take complaints about our work and levels of service very seriously.

Below you find all the information you need about making a complaint, including how to contact us and what we promise to do next. The procedure shows how complaints about Proquire Ltd (or CIMA Energy Solutions Ltd) or the providers that we have recommended will be handled.

- We will acknowledge your complaint within two working days.
- We will investigate the complaint and keep you updated on the progress of the complaint at least every two working days.
- If your complaint is regarding an energy supplier, we will inform the supplier by email within two working days and confirm to you that this action has been undertaken.
- We will aim to resolve the complaint within 10 working days.
- If in the event the complaint hasn't been resolved during this time, we will provide updates to you every 5 working days until it has been resolved, or at such intervals as may be agreed with you.
- If the complaint is supplier related and cannot be resolved to your satisfaction you will receive a deadlock letter after a period of 8 weeks since the complaint was raised.
- If any other complaint cannot be satisfactorily resolved after 8 weeks have passed since the complaint was sent to us, then it will be passed to a Director who will contact you to seek resolution and take appropriate action. This could take the form of an apology, providing a goodwill gesture or securing compensation.
- Should you remain unhappy with the outcome or if your complaint is not resolved directly by Energy Management Workshop within eight weeks; you can lodge a complaint with Ombudsman Services directly who will review this in due course. An independent review can be requested from Ombudsman Services if::

You are registered in Great Britain.

You are classed as a microbusiness as per Ofgem's definition.

The dispute has been outstanding for over 8 weeks, or you have received a deadlock letter from us.

Ombudsman Services will host an Alternative Dispute Resolution upon receipt of any complaint and will liaise with the relevant parties through the process. This is an impartial and free service and Ombudsman Services can be contacted via the below methods of communication.

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

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org