

The Smart Move for Business – Complaints Handling Procedure

Contact Anthony C Marangos

Registered Address: 207 Regent Street (3rd Floor) London W1B 3HH

Landline Telephone Number: 0207 580 6491

Mobile Contact Number: 07768 461 441

1. Should you feel it necessary to lodge a complaint due to any aspect of the service you received please email: am@thesmartmoveforbusiness.com
2. Please include:
 - A description of your complaint, including whether you have contacted us about the issue prior to lodging your complaint and if you failed to receive a response from us.
 - Please title the email “Complaint”
 - Please provide copies concerning whatever the complaint is concerning along with timelines of the issue
3. Should we receive an official complaint from you via our process to our email address, we will confirm receipt of the email and complaint within 2 working days.
4. We will investigate the complaint thoroughly and will contact you to establish what we are doing to try and resolve the issue.
5. We will also apologise for any inconvenience caused whether the reason for the complaint is about our services or a contractual issue with one of the energy suppliers.
6. Where the complaint is due to a supplier issue, we will work with the supplier in question to try and resolve the matter for you as soon as possible.
7. Please bear in mind where the complaint is about an energy supplier issue, the energy suppliers will have their own internal complaint procedures and although we will be happy to raise the issue where possible for you, the suppliers will all have their own SLA’s in place for dealing with complaints and we will be restricted to those timelines also.
8. We confirm that we will take any complaint seriously and you will be treated with courtesy and respect during the process.
9. Should the complaint be about an energy supplier, please note should we fail to get an appropriate response from the supplier for you, you will still be able to raise the issue and another formal complaint with the Ombudsman Services to see if they can assist you, however we will continue to pursue your complaint with the supplier until we get a response in the meantime.
10. **The Smart Move for Business** will within a 6–8-week time period of us acknowledging receipt of your complaint (if not before) send you a ‘Deadlock Letter’ summarising our final offer/conclusion of what we believe has happened and how we are proposing to try and rectify the issue for you. If you are happy with that offer, you are free to accept it and we can bring the matter to a close if both parties are happy with the actions. If you aren’t satisfied with the attempts **The Smart Move for Business** makes to resolve your complaint and having received our deadlock letter, please remember you are free to escalate the complaint and contact the Ombudsman Service, which is free of charge for consumers and impartial.
11. You can contact the Ombudsman Service on: enquiry@ombudsman-services.org
12. You can write to the Ombudsman Service at the following postal address:

- **Ombudsman Services, 3300 Daresbury Park, Daresbury, Warrington, WA4 4HS**
 - You can also contact the Ombudsman service via phone on **0330 440 1624**.
 - You would need to provide the Ombudsman Service with the details of your complaint along with any correspondence you have sent to us and our responses to you, along with a copy of our deadlock letter sent to you so the Ombudsman can see we have been in dialogue and tried to resolve the matter.
13. Should the complaint be about the services of **The Smart Move for Business** we will do our utmost to address and resolve the issue on a speedy basis.
 14. **The Smart Move for Business** aims to maintain excellent customer service and never looks to fall below that level of service.
 15. Should you feel your experience with our services is not adequate for any reason, we apologise for that and will always look to learn from any concerns or issues our clients raise in order to try and improve our services where possible.
 16. We will keep you updated either in writing via email, or over the telephone as to any progress made with your complaint throughout the whole process.