

Pro Grid Energy Complaints Procedure

Handling Your Complaint

At Pro Grid Energy, we take customer satisfaction seriously. Our team of knowledgeable energy experts is available to assist you every weekday from 9 am to 6 pm. We are committed to addressing your concerns and working towards a resolution that meets your expectations. If you would like to discuss your complaint in more detail, you can reach out to your dedicated account manager or one of our directors directly. In cases where a resolution isn't immediately possible, your complaints advisor or a management team member will provide you with clear timelines and regular updates until the matter is resolved.

Please send any complaints to: info@progridenergy.co.uk.

Once a satisfactory resolution is achieved, we will e-mail and or post you a complaints resolution letter detailing how the issue has been addressed.

Unsatisfied with Our Response?

If you're not completely satisfied with how we've handled your complaint or have suggestions on how we can enhance our services, we'd love to hear from you. You can escalate your concerns to a director by emailing us at info@progridenergy.co.uk or by calling us at 07841294173.

For written correspondence, please reach out to our complaints department at:

Pro Grid Energy
Bast House
Manchester Road
Bury, BL9 5LZ.

In cases where we're unable to reach a solution that meets your expectations, we will send a final deadlock letter via email or post detailing our final position on the complaint.

Independent Advice and Support

For free, unbiased assistance, Citizens Advice offers guidance both online and over the phone. Whether you prefer speaking directly to someone or accessing help in person, their services are available at no cost. You can learn more at citizensadvice.org.uk/energy or reach them by phone:

Consumer Service: **0808 223 1133**

Welsh-Speaking Consumer Service: **0808 223 1144**

Additionally, Business Debtline is a charitable organisation that provides free, confidential advice to small businesses on financial issues. They offer support both online and via phone. Visit **businessdebtline.org** or contact them at **0800 197 6026**.

Independent Review

If eight weeks have passed since your initial complaint, or if we have sent you a 'deadlock letter,' and you qualify as a Micro Business, you can reach out to Ombudsman Services for Energy. They offer free, impartial advice and help resolve disputes when an agreement cannot be reached between the customer and the energy supplier or consultant. Your business will be considered a Micro Business if it meets any of the following criteria:

1. Your business uses less than 100,000 kWh of electricity a year: or
2. Your business uses less than 293,000 kWh of gas a year: or
3. Your business has fewer than 10 employees (or their full-time equivalent) and its annual turnover or yearly balance sheet total is not more than €2 million

Email: Enquiry@ombudsman-services.org

Post: Ombudsman Services, Energy, PO Box 966, Warrington, WA4 9DF 2