



the  
**consultus**  
international group

# Complaints Procedure

Customer Satisfaction is very important to us at Consultus International Group and we always strive to make sure our customers are happy with all aspects of the service provided.

If you feel we haven't met your expectations, please get in touch to let us know what we can do to help and improve our service going forward.

## Our Complaints Process

### Step 1

Contact us and let us know what has happened and what you want us to do to put it right.

### Step 2

We will acknowledge your complaint within 2 working days and work with you to resolve the matter as quickly as we can.

### Step 3

We will keep you updated on progress and let you know what we have done to resolve your issue and bring the matter to a close. We aim to close the matter in 14 working days, but more complex issues may take up to 8 weeks.

## How do I raise a complaint?

- Email to **[customerservices@consultus.group](mailto:customerservices@consultus.group)**
- Call 0330 221 1000, Option 2 (Customer Service)
- By Post to: Consultus International Group  
Consultus House  
96 Bath Lane  
Leicester  
LE3 5BJ

If you contact us by phone or post, please confirm your email address for correspondence as we will use this to keep you informed of progress.

Your complaint will be acknowledged with a complaint reference which should be quoted on any further calls or correspondence regarding the issue.

## What can I do if I am not happy with the resolution?

If you are not satisfied with the response you receive, you may contact the Customer Care Team requesting that your complaint is reviewed by our Senior Management Team.

Upon escalation, the Senior Management Team will review the findings of the investigation and will either confirm to you, within 14 working days, that this is the final result or advise you if this will be investigated further.

If further investigation is carried out we will confirm our findings within 7 working days.

If you are simply seeking advice, you may wish to contact:

### Citizens Advice Bureau

Find your local Citizens Advice Bureau at:  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Tel. 03444 111 444

## Who can I contact if I am not happy with a final resolution or the way my complaint has been handled?

Consultus International Group are a member of the Alternative Dispute Resolution Scheme which provides **micro-businesses** with the option to dispute our conclusion, via the Energy Ombudsman, at the point of the complaint being closed.

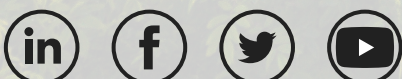
Under this scheme, we are required to confirm our final findings and proposed resolution (if applicable) within 8 weeks of receipt of your complaint. You may raise the dispute only if we have taken longer than 56 days to reach a solution or after we have confirmed our final position in writing, referred to as a "Deadlock" letter. This must be raised to the ombudsman within 1 year of the complaint being raised to us.

### The Energy Ombudsman

[www.ombudsman-services.org](http://www.ombudsman-services.org)

Tel: 0330 440 1624

Address: Ombudsman Services Energy  
PO Box 966  
Warrington  
WA4 9DF



[www.consultus.com](http://www.consultus.com)  
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