

# UCR Consultants Complaints Process

As part of our commitment to quality, UCR Consultants have a structured complaints process in place to ensure that their customers have the right to question the agreement that they have made or make us aware of any errors.

## Querying your contract

If you feel that any of the information that we have submitted to a supplier on your behalf is inaccurate or you feel that you did not agree to any aspect of the agreement, we ask that you contact the person who advised you in the first instance. This is primarily so that you are speaking with the person who has the best understanding of your supplies and has an audit history of communications to hand. Hopefully, the advisor will be able to resolve any queries you have and the issue will not escalate to a complaint.

## Raising a complaint

If the advisor is unable to resolve your query or you specifically wish to escalate the query directly to their line manager, please email [info@ucrconsultants.co.uk](mailto:info@ucrconsultants.co.uk) stating:

- Your name
- Your business name
- Your address (the address of the premises that the contract has been arranged for)
- The nature of your query
- The best number to contact you on and the best time to speak with you

Alternatively, you can call us on 0116 326 0188 and request a call back from the Team Manager. They will respond to your request within 2 working days and take further details of your enquiry.

## Investigating your complaint

Upon receipt of the escalated complaint, the line manager will complete a full audit of communications between you and the advisor in question. This includes but is not limited to; emails, telephone conversations, letters and voicemail. An initial response should be carried out within 1 working day of the complaint being raised and you will be updated every 2 working days until the complaint is fully resolved.

## **Resolving your complaint**

If your complaint is upheld, the line manager will inform you both verbally and in writing. They will state acknowledgement of the error and highlight action to be taken to prevent further occurrences. Depending on the severity of the complaint and whether the complaint was caused by a genuine error or malpractice/negligence, the advisor will receive documented training or be disciplined in line with the company's disciplinary process.

If the evidence gathered at point of audit contradicts the your complaint, then the line manager should feed back to you providing a detailed account of the audit, highlighting the relevant aspects and providing the evidence that is contrary to the claim. The line manager should confirm their findings and the outcome of the investigation in writing to you

## **Taking further action**

If you are unhappy with the outcome of your complaint you can escalate your complaint to the following bodies:

### **Utilities Intermediary Association**

The Utilities Intermediaries Association (UIA) is a Trade Association for those Third Party Intermediaries (Tpis) facilitating energy purchasing contracts between supplier and consumer. Typically these organisations will be Consultants, or Brokers and their agents. It is an independent, not-for-profit company, limited by guarantee which is directed by its members and administered by its Directors.

[www.uia.org.uk](http://www.uia.org.uk)

### **Ombudsman Services – Energy**

If you have a problem sorting out a complaint with a gas or electricity (an energy) company, we may be able to help. Our service has been approved by Ofgem, the body which regulates the electricity and gas markets in England, Scotland and Wales.

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

**Alternatively, you can raise your complaint directly with the supplier concerned, informing them that you have attempted to resolve the complaint with us in the first instance.**