

# Customer Complaints Charter



At Procure Smart Ltd, we pride ourselves on delivering an exceptional service to all our customers, however, we know that there will be times when we get things wrong. When this happens, we promise to take this seriously and aim to sort things out as quickly as possible.

If you're unhappy with our service for whatever reason then we'd like to understand why, so we can make every effort to put things right as quickly and effectively as possible.

Complaints are monitored by Procure Smart Ltd for training purposes and to ensure that we meet our company standards, as well as identifying areas where we can make improvements for the benefit of all our customers.

## HOW DO I MAKE A COMPLAINT?

You can raise your complaint directly with your account manager, or by contacting the Customer Excellence Team.

0330 822 1681  
MON-THU 8AM - 5PM / FRI - 9AM-3PM  
INFO@PROCURESMAART.COM  
Procure Smart Ltd  
SUNDERLAND SOFTWARE CENTRE, HENDON,  
SUNDERLAND, SR1 1PB

Please let us know how you would like Procure Smart Ltd to communicate with you during the complaint and if you have any special requirements.

## WHAT CAN I EXPECT?

We will deal with all complaints promptly, politely, and fairly. We aim to provide a high standard of service but, unfortunately, there may be times when we make a mistake. If this happens you are entitled to expect one, or a combination, of the following:

- An apology,
- An explanation,
- Details of the action we have taken to put things right,
- An award of compensation in appropriate circumstances.

## WHAT WILL HAPPEN NEXT?

**5 BUSINESS DAYS** - If we have been unable to resolve your complaint, within 5 business days after we have received it, we will write to you to acknowledge your complaint.

**15 BUSINESS DAYS** - In the majority of cases, we are able to resolve your complaint within 15 business days of receiving it.

If we have not resolved it within this time, we will contact you again to update you with our progress and tell you how much longer we anticipate it will take.

**25 BUSINESS DAYS** - If we have not been able to resolve your complaint within 25 business days, we will contact you again to update you with our progress and tell you how much longer we anticipate it will take.

**40 BUSINESS DAYS** - In exceptional circumstances, when your complaint is particularly complex, matters may take up to 8 weeks to resolve. If your complaint is not resolved, we will write to you requesting more time or send you

a final response, known as a 'Deadlock' letter. For more complex issues that may take longer to resolve, you will be given updates with expected dates for response throughout our investigation.

## WHAT IF I'M NOT SATISFIED WITH THE INITIAL RESPONSE?

If you are not satisfied with our initial response to your complaint, you can escalate this to a senior complaint handler. You can contact us by phone, email or in writing to the below address, asking for a review of the complaint by a senior complaint handler. Please state the reason for your dissatisfaction and include your customer reference.

Complaints Team, Procure Smart Ltd  
Sunderland Software Centre,  
Hendon,  
Sunderland,  
SR1 1PB

## MICROBUSINESSES

### WHAT IF MY COMPLAINT STILL HASN'T BEEN RESOLVED?

If we can't reach a mutual agreement, we will send you a final response, known as 'Deadlock', which then allows you to seek independent advice from the Energy Ombudsman. Also, if after 8 weeks a resolution hasn't been reached, you have the right to contact the Energy Ombudsman. If you do decide to do this, you must contact them within 12 months of receiving our Deadlock letter.

If you remain unsatisfied with the response to your complaint, and we have provided our final written response, or 8 weeks has passed since you originally told us about your complaint, you have the right to contact the Energy Ombudsman. The Ombudsman is there to help resolve disputes; it is a free, independent service and the decision is based on the information available. Their final decision is binding to Procure Smart Ltd, not the customer.

The Energy Ombudsman can be contacted as follows:  
PO Box 966, Warrington WA4 9DF  
Telephone: 0330 440 1624  
Fax: 0330 440 1625  
Email: [enquiries@os-energy.org](mailto:enquiries@os-energy.org)

## FURTHER ADVICE FOR MICROBUSINESSES

For free impartial energy advice, you can contact the Citizens Advice Consumer Services (CACS) on 0808 223 1133. The citizen advice consumer service provides free and independent help and advice to small businesses on energy issues, contract issues, and raising a complaint. [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)

## BUSINESS DEBT LINE

For free, impartial, and confidential debt advice to small businesses and the self-employed, you can contact Business Debtline on 0800 197 6026 or [www.businessdebtline.org/](http://www.businessdebtline.org/)