

## Customer Complaints

### BCR Associates Customer Complaints Process

As hard as we try, we might not always get it right. This customer complaints code gives you clear and useful information about what you can do if you're not happy with the service we've given you.

#### How you can complain

We are committed to giving you the highest quality of service, even so, things can go wrong. When they do, we want to know so we can put them right as quickly as we can. All complaints received are recorded, treated with confidentiality, courtesy, and respect and in accordance with the requirements of data protection legislation. We will always strive to investigate and resolve your complaint promptly and fairly.

Here are the ways you can complain to us:

**By phone:** You can contact us by phone by calling us on 03330 433 233 between 9am and 5pm Monday to Friday.

**By email:** You can contact us by email at [complaints@bcrassociates.co.uk](mailto:complaints@bcrassociates.co.uk)

**By letter:** It takes longer to reply by letter but, if you prefer to write, please send your letter to the appropriate address below:

Complaints Department  
Business Cost Reduction Associates Ltd  
Estuary House  
Peninsula Park  
Rydon Lane  
Exeter  
EX2 7XE

A copy of this complaints process is free on request and can be found on our website: <https://www.bcrassociates.co.uk/useful-information> and is also available by post or email.

We'll normally get back to you by phone but will gladly confirm any particular points in writing if you wish.

#### What we'll do and when

Our aim is to solve any problem to your complete satisfaction, and our Client Support Managers will try to do this as quickly as possible, preferably during a phone call or email exchange. If we can't do this, we'll agree with you what we can do.

Once received, we aim to respond to your initial contact by the end of the next working day.

We'll try to sort out your complaint on the spot but whatever happens, we'll respond and try to keep you regularly updated if it's going to take a while to check into things. We do aim to resolve all complaints within 30 days of them being logged onto our systems.



If an advisor can't sort out your complaint, we'll review it and escalate the complaint to an appropriate level within the company. We settle most complaints by this stage but, if not, we'll explain our final position. In some cases, we might send you a 'deadlock' letter. This means there's nothing more we can do.

### **What you can do if you're still not happy**

If you're still not happy having followed the process explained above, and we've sent you a 'deadlock' letter or eight weeks have passed since you complained, you can refer your complaint to Energy Ombudsman if applicable or seek legal advice.

### **Energy Ombudsman: (Effective from 1/12/2022)**

#### **For Energy Contracts Supplied to Micro Business Consumers and Small Business Consumers Only**

We have subscribed to the Energy Ombudsman Alternative Dispute Resolution Scheme which provides a free, independent and impartial service for non-domestic Micro Business Consumers or Small Business Consumers as defined by the following criteria:

#### **Micro Business Consumers**

- An annual consumption of electricity of not more than 100,000 kWh; or
- An annual consumption of gas of not more than 293,000 kWh; or
- Fewer than the equivalent of ten full time employees and an annual turnover or annual balance sheet not exceeding £2 million.

#### **Small Business Consumers**

- An annual consumption of electricity of 100,001-200,000 kWh; or
- An annual consumption of gas of 293,001-500,000 kWh; or
- 0-49 employees and an annual turnover not exceeding £6.5m, or annual balance sheet not exceeding £5 million.

(For more information click <https://www.energyombudsman.org/how-we-can-help/energy-brokers> )

This service is only applicable for energy contracts and for MBCs and SBCs who are not satisfied with the final outcome of their complaints, having followed the process above.

Energy Ombudsman Services are not able to deal with complaints about commercial policy, for example pricing.

If you complain to Energy Ombudsman, you must do so once we have sent you a 'deadlock' letter or your complaint has been unresolved for more than eight weeks, and you must do so within twelve months of receiving your 'deadlock' letter.

You can escalate your complaint to the Energy Ombudsman by following the link below:  
<https://www.energyombudsman.org/how-we-can-help/energy-brokers>



Or in writing to:  
Energy Ombudsman  
3300 Daresbury Park,  
Warrington,  
Cheshire,  
WA4 4HS

Phone: 0330 440 1624

Email: [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

Alternatively, you can contact the **Citizens Advice** consumer helpline in England on 0808 223 1133, please refer to the link below if you are based in Scotland, Wales, or Northern Ireland

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/help/if-you-need-more-help-about-a-consumer-issue-energy/>

The link below is for the **Citizens Advice** energy query form:

<https://ssl.datamotion.com/form.aspx?co=3438&frm=energy&to=flareenergy.fromforms>