

Complaint Procedure –

It is our goal to provide our customers with a first-class service. However, we recognize that sometimes we may not achieve all aspects of that goal and we apologise for any disappointment. Please allow us to make things right if necessary. The purpose of this complaint procedure is to ensure that your concerns are addressed and resolved.

Throughout our complaint procedure, our customers will always be treated with dignity and respect in order to achieve a fair and satisfactory outcome. In the event that you file a complaint, we promise that we will be courteous and respectful in our dealings with you.

On request, you may receive a copy of this complaint procedure free of charge. Please let us know if you would like a copy sent by post or email.

As a result, we set out below how our complaint procedure works, what steps you need to take to make a complaint, and your rights to complain to the Ombudsman if you are not satisfied with the outcome of our review.

The Procedure

Contact Us

Visit: www.kryptonfmgroup.co.uk

Telephone: 020 3745 0000

Email: complaintsenergy@kryptonfmgroup.co.uk

Post: Unit 2, 17-18 Regal House Royal Crescent, Newbury Park , IG2 7JY

Our customer relations team are available Monday to Friday 9AM to 5PM

2. Acknowledgement

Your complaint will be acknowledged within two working days of receiving it. In this email, we will inform you of the complaint manager who will handle your complaint throughout the process. It is possible for your complaint manager to be someone other than the person who was your previous main point of contact.

3. Additional Information or Clarification

A complaint manager may contact you for additional information, documentation, or clarification regarding the issues raised in your complaint.

4. Our Decision

We will inform you of the outcome of our investigation within ten working days of acknowledging the complaint. In the event that we are unable to provide our decision within the ten working day period, we will inform you of our progress and a revised anticipated date for providing the decision.

5. Your Decision

We ask that within ten working days of receiving our decision, you let us know whether or not you accept our decision. If not, please let us know why. In the event that you do not accept our decision, you will be able to help us in reviewing the initial investigation by providing copies of any other additional documents and information that may be helpful to us.

6. Decision Review

Should you not accept our initial decision and you ask us to review that decision, we will review that decision. In the event that we do not anticipate delivering our decision within ten working days after you inform us of your decision, we will inform you of a revised decision date. The process of making our decision is similar to that of making an initial decision; if we do not anticipate delivering our decision to you within ten working days, we will inform you. It may also be necessary for us to ask you for further information, documentation, and/or clarification during that decision review.

7. Eight Week Review

Following the above process, we will send you a letter eight weeks after receiving your complaint. Once you have received this letter, you will be entitled to make a complaint to the Ombudsman, greater details are provided below.

8. Deadlock Letter

If you reject our decision (whether it be the original decision or the revised decision), we will send you a deadlock letter confirming that you have rejected our decision regarding your complaint. Once you receive this letter, you are entitled to bring a complaint to the Ombudsman office.

The Ombudsman Services

Energy Broker "Alternative Dispute Resolution Scheme" (ADR), which assists energy brokers in resolving disputes with their customers. In the event that we are unable to reach an agreement on a satisfactory solution, we will issue what is known as a 'deadlock' letter and notify you of your right to refer to the aforementioned alternative dispute resolution procedure.

The Ombudsman's service is a "FREE SERVICE" to use for microbusinesses and is totally independent of any energy supplier, or broker – they are impartial and their decisions are solely based on information they receive directly from you, the customer, as well as records provided by the broker. Whenever possible, we encourage microbusiness customers to utilize this service.

The Ombudsman Services: Energy Broker "Alternative Dispute Resolution Scheme" (ADR) will provide you with a final decision. You do not have to accept the decision. However, should you wish to do so, we will comply with the decision.

The decision may include, but is not limited to:

an apology;

an explanation of what went wrong;

practical action to be taken to correct the problem;

THE OMBUDSMAN MAY BE CONTACTED IN THE FOLLOWING WAYS:

Visit: www.ombudsman-services.org

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone lines are open Monday to Friday 8am until 8pm and Saturday 9am until 1pm. Ombudsman are closed on Sunday and Bank Holidays.

To 'Know your rights' please visit the following for additional assistance:-

Visit: <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/>

Adviceline (England): 0800 144 8848

Adviceline (Wales): 0800 702 2020