

OROCO UTILITIES – Complaint Procedure

Oroco Utilities prides itself on excellent customer service: if you're not happy, please let us put things right. We welcome your feedback as we are committed to continuously improving our service and customer experience. Sometimes things will go wrong and we will do our best to rectify things in the quickest time.

Our customers will always be treated with dignity and respect throughout our complaint procedure and with the aim to achieve a satisfactory and fair outcome for all parties. Our complaint procedure is accessible on our website by clicking the link 'complaints' at the bottom of the page.

You can also request a copy via e-mail or a free postal copy by contacting us using the details below:

- Visit: <https://www.orocoutilities.co.uk/>
- Telephone: 01372 46 45 44
- Email: info@oroco.co.uk
- Post: Customer Services, Oroco Utilities, 41 Common Road, Claygate, Surrey KT10 0HU

Once received, your complaint will be logged and a notification of your complaint reference number, together with confirmation of receipt, sent to you within two business days. This number must be quoted in any future correspondence. We will contact you again within 10 business days to update you on the progress of our investigation and our findings to date. At this stage, we aim to agree a resolution with you. If we have been unable to progress to a proposed resolution within 10 business days, an update will be sent you via your preferred method of communication weekly or, of course, you may contact us at any time if you wish to add any further information which will help with the investigation or to discuss any aspect of your complaint.

We maintain comprehensive records in relation to any complaint received to ensure we can access and retrieve details easily at any time and closely monitor the progress of a complaint in compliance with key timelines. Dependent on the nature of the complaint, a resolution may take a little longer, but we will keep you fully informed of our activities to date. We will write to you to inform you of our decision as soon as our investigation is complete.

If you are a micro business and we have not been able to resolve the issue within eight weeks or if we cannot come to an agreement that satisfies an acceptable resolution for you, we will write to inform you of this and that you have the right to refer your complaint to the Ombudsman Services: Energy Broker "Alternative Dispute Resolution Scheme" (ADR), who are there to help resolve disputes between energy brokers and their customers.

Where we have been unable to agree an acceptable outcome, we will issue what is known as a 'deadlock' letter and, again, notify you of your right to refer to the ADR Scheme. The Ombudsman's service is a "FREE SERVICE" to use for microbusinesses and is totally independent of any energy supplier, or broker – it is impartial and their decisions are based entirely on the information they receive directly from you, the customer, and records provided by the broker. We actively encourage our microbusiness customers to use this service in such circumstances. Once a final decision has been provided by the Ombudsman Services: Energy Broker "Alternative Dispute Resolution Scheme" (ADR), you do not have to accept their decision. However, should you wish to, we will comply with their decision.

OMBUDSMAN

YOU MAY CONTACT THE OMBUDSMAN IN ANY OF THE FOLLOWING WAYS:

- Visit: www.ombudsman-services.org
- Phone: 0330 440 1624
- Email: enquiry@ombudsman-services.org
- Post: Ombudsman Services/Energy Broker: Energy, P.O. Box 966, Warrington, WA4 9DF

CITIZENS ADVICE

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. 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
- Advicelink (Wales): 0800 702 2020

SCOTLAND

If your site is based in Scotland,

- Visit: <https://energyadvice.scot>
- Tel: Advice Direct Scotland on 0808 196 8660

You can get in touch with all of the above at any time during the complaints process. Additionally, if you would like to review a copy of The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.

- Please visit: <https://www.legislation.gov.uk/uksi/2008/1898/contents>