

CLIFTON COMMERCIAL

Complaints Procedure

Clifton Commercial Solutions Ltd

1. Our commitment

At Clifton Commercial, we aim to provide a high standard of service and to deal with any concerns openly, fairly and promptly. If something has not met your expectations, we want to know so that we have the opportunity to investigate it and put matters right where appropriate.

All complaints will be handled with courtesy, respect and impartiality. There is no charge for making a complaint.

2. How to make a complaint

You can make a complaint to Clifton Commercial using any of the following contact methods:

- **Email:** max@cliftoncommercial.com
- **Telephone:** 0117 427 2109
- **Website:** www.cliftoncommercial.com
- **Business WhatsApp:** using the WhatsApp contact option published on our website.

You may also request a copy of this Complaints Procedure by email or post free of charge.

To help us investigate efficiently, please provide your name and business name, your preferred contact details, a clear description of the issue, any relevant documents or correspondence, and the outcome you would like us to consider.

3. What happens when we receive your complaint

We will record the complaint, including the date it was received, the nature of the complaint, relevant communications and evidence, the action taken and the eventual outcome.

We will acknowledge receipt of your complaint within 3 working days. We will then investigate the matter objectively and may contact you if we need further information.

4. Our response times

We aim to provide a substantive response within 10 working days of receiving your complaint. If we cannot resolve the matter within that period, we will explain why, tell you what further action is being taken and keep you reasonably updated until the complaint is concluded.

We will provide a clear final response once our investigation is complete. If we are unable to agree a resolution, we will explain our position and, where appropriate, confirm that deadlock has been reached.

5. How we investigate and resolve complaints

As part of our complaint handling process, we will:

- consider the complaint fairly and objectively;
- review relevant contracts, quotations, communications, invoices and other records;
- give you the opportunity to provide further information where this may assist the investigation;
- explain the outcome of our review and the reasons for our decision;
- take reasonable corrective action where this is appropriate.

6. Escalation to the Energy Ombudsman

If we are unable to resolve your complaint directly, or if your complaint remains unresolved for more than eight weeks, we will let you know that you may refer your complaint to the Energy Ombudsman and provide you with the relevant contact details. You may also refer your complaint sooner if we confirm that deadlock has been reached.

The Energy Ombudsman provides an independent and impartial dispute resolution service and is free for customers to use.

Energy Ombudsman

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

Phone: 0330 440 1624

Email: enquiry@energyombudsman.org

Website: www.energyombudsman.org

7. Record keeping and service improvement

We will retain appropriate records of complaints and their outcomes, including the date each complaint was received. Complaint records may be reviewed to identify recurring issues and opportunities to improve our service, processes and customer communications.

8. Availability of this procedure

This Complaints Procedure is available on the Clifton Commercial website. A copy can also be provided by email or post free of charge on request.