

## **Complaints Procedure for Energy**

**Quality Customer Service** – Our experienced energy consultants are fully trained to ensure that you receive the best customer service. All our employees are well-equipped to provide you with all the information you will need to make an informed decision, and will be happy to answer any questions you may have at any point during the switching process. If you are not happy with the way Forest Communications have operated within the process then please make your case of your complaint to us directly and if this complaint hasn't been resolved or in deadlock by 8 weeks, then the next process would be to speak to the [Ombudsman Services](#) who are a free impartial organisation which you can find their details on our website. Please remember this is only with issues with Forest Communications and not the supplier and we can only work on your behalf with the supplier. We are not in control and have to adhere within the supplier who you are contracted to SLA's

**Freedom** – We will never use high-pressure sales tactics or bombard you with unwanted communications. Our mission is to secure you a better deal on your business energy bills, but we understand that it is your business, and your choice.

Should you have any complaints or if you wish to stop receiving communications from us, all you need to do is drop us an email.

**Transparency** – We are committed to providing an impartial, open and honest service. It is our job to keep you fully informed during the switching process, and ensure you are sent all the necessary documentation.

**Fair Prices** – As with have TPI agreements with many suppliers we can go to the market on your behalf to find the best tariffs which suit your business. Prices will depend on usage, length of contract, credit rating, industry you are in and geographical area.

Upon the contract going live with your chosen supplier, we will either be paid an introductory fee or paid an amount, which is included in your price, over the life of your contract. We will always be fully transparent about how we are paid and we will happily answer any questions you may have about this should you wish to know more.

**Security** – Energy contracts will never go forward without your full consent and understanding. By law we are required to have received a signed LOA (letter of Authority) from yourself before we can act on your behalf with suppliers.

Our team will always be happy to repeat anything you may not have fully understood and will ensure you are happy with the terms and conditions before continuing with any new contract with a supplier.

From the moment agree a new contract, you will be taken care of by our Team who are always on hand to answer any questions you may have, and deal with any objections that may be raised with the supplier on your behalf

Once your contract has gone live, you will be allocated an Account Manager who will be in regular contact to check you are still happy with the new contract. Within the length of contract, it is your duty to give meter reads to us or the supplier direct if you do not have a smart meter. They will also be in touch when your contract is up for renewal to ensure you remain on the lowest priced tariff available to you

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

Phone: 0330 440 1624

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)