At Pattison Consultancy Services we treat any complaint equally and with the same high level of regard and importance. If an issue is important to one of our clients then it is of equal, if not greater importance to us.

We realise that if you feel that you must engage with this process, then something is amiss that needs to be resolved to mutual satisfaction.

You will of course be treated with the utmost courtesy and respect. Rather than regarding ourselves as being in the right, we will investigate your complaint with a view to isolating all elements with which you are dissatisfied. Our investigation will be based on facts rather than opinions.

Our policy of fairness, honesty and integrity will always be applied, however, if at any point you feel that this is not the case please contact our directors at [savings@pcspurchasing.co.uk](mailto:savings@pcspurchasing.co.uk) or by calling 0843 289 1647.

**MAKING A COMPLAINT**

**First step:**

Contacting us by email or telephone will give us the opportunity to resolve the issue to your satisfaction. You can also put your complaint in writing to us at:

Pattison Consultancy Services Ltd

15-17 York Street

Heywood

OL10 4NN

**NEXT**

What we’ll do:

We will acknowledge your complaint and issue a complaint number within 2 working days of receiving your complaint.

We will try to resolve your complaint as quickly as possible. We will give you an explanation and an apology for any problems you may have experienced and take action to put things right. You will have a response within five working days of your raising your complaint.

**Second step:**

In the unlikely event that our specialist team have been unable to resolve your complaint, or you remain unhappy you can ask for your complaint to be referred to our Executive Complaints Team and request that they contact you by phone or letter. Alternatively, you can email us at [savings@pcspurchasing.co.uk](mailto:savings@pcspurchasing.co.uk) or write to:

Pattison Consultancy Services Ltd

15-17 York Street

Heywood

OL10 4NN

**NEXT**

What we’ll do:

We’ll carry out a review of all the actions we’ve taken and all correspondence between us. We’ll work with you to resolve your complaint and keep you informed through to resolution.

**Third step:**

If you’ve followed steps 1 and 2 and remain unhappy or we haven’t been able to resolve your complaint, the Executive Complaints Team will refer your complaint to our Head of Customer Relations for review.

**Next**

What we’ll do

Our Head of Customer Relations will investigate how we’ve handled the complaint, what advice we’ve given you and what we’ve offered to do to see if we should do anything differently. We will let you know what the outcome of the decision is and the reasons for our decision. You’ll then receive a Final Response letter explaining our final position.

Our final review, and final resolution will be issued as soon as is practicable. We may have to glean information from suppliers for the purposes of resolution. We will endeavour to furnish you with a final resolution as quickly as we can. The latest we will provide our final resolution is eight weeks from the day that the complaint was initially raised.

Should our resolution still not be acceptable to you, and you feel that our proposed actions require third party dispute resolution all details you will need to contact the relevant parties will be in our final response.

**Whilst we are sure that our internal dispute resolution process is exhaustive and shall, in nearly all circumstances, resolve any customer issue, we are aware that on occasion there may be a difference** **of** **opinion as to exactly what constitutes a fair and equitable resolution of the dispute in question.**

**In such situations we are pleased to tell you that we are a member of Ombudsmen Services. Ombudsmen Services are a third Party who offer independent dispute resolution services to any of our customers that choose to access their services. This service is offered to the customer free of charge.**

**What this means is, if, after our complaint handling team have exhausted our processes, we have issued our final resolution letter, and you find our final position un-acceptable. Or if more than 8 weeks have passed since you first opened the complaint and we have not reached a mutually acceptable resolution to your complaint. Then you can, without cost, engage the services of Ombudsmen Service to adjudicate in the matter.**

**Ombudsmen Service are a Non-Profit, impartial organisation specifically designed to adjudicate in disputes between Energy Suppliers, Brokers, and Micro Business Customers.**

**You can access their services if one of these points is true of your business.**

1. **You have less than 10 Employees.**
2. **You consume less than 100,000 kwh of electricity a year. (If the dispute is about an electric supply.)**
3. **You consume less than 293,000 kwh of gas a year. if the dispute is about a gas supply.)**
4. **Your business turnover is less than €2,000,000.00 (Two million euros).**

**Assuming your business qualifies on one of the above criteria, and you have given us the opportunity to resolve the issue in line with our complaint handling procedure. PCS will meet all the charges levied by Ombudsmen Services for their dispute resolution services.**

**USEFUL CONTACT**

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)