**Greenfields Energy Group Ltd**

Registered Address:
Admiral House,
Waterfront East,
Brierley Hill,

West Midlands,
DY5 1XG

Complaints Handling Process

# Overview

Greenfields Energy Group Ltd (15041953) are fully committed to providing clients with an exceptional service. Our business is founded on strong client relationships. We take complaints seriously and will strive to resolve them promptly, with clear communication and within a defined timeline.

If you’re unhappy with the service you have received for whatever reason then we would like to hear from you to understand why, so we can make every effort to put things right.

# How Do I Make A Complaint?

You can raise a complaint directly with your Greenfields Energy Group Ltd contact or by:
**Email:** info@greenfieldsenergygroup.co.uk
**Post:** Greenfields Energy Group Ltd, Admiral House, Waterfront East, Brierley Hill, West Midlands, DY5 1XG

# What Happens Next?

The complaint will be dealt with as a matter of urgency with acknowledgement of the complaint within 3 working days. Our aim is to fully resolve any complaint within 10 working days. If we are unable to resolve within this timeframe we will notify you.

# Microbusiness Only

If you are not completely satisfied with the outcome of your complaint, or if it is unresolved for more than 8 weeks, we will write to you requesting more time or send you a final response (“Deadlock” letter).

If we can’t reach a mutual agreement, upon receipt of the “Deadlock” letter you have the right to contact the Energy Ombudsman for a free and impartial review. The Ombudsman is there to help resolve disputes; it is a free, independent service and the decision is based on the information available.

If you do decide to approach Energy Ombudsman, you must contact them within 12 months of receiving our “Deadlock” letter.

You may contact the Ombudsman in any of the following ways:

**Website:** www.energyombudsman.org
**Phone:** 0330 440 1624 *(Monday to Friday, 8am to 8pm, and Saturday, 9am to 1pm)***Email:** enquiry@energyombudsman.org
**Post:** Energy Ombudsman, P.O. Box 966, Warrington, WA4 9D