

Complaints Handling Procedure

At Gridimp, we are committed to providing high-quality service and ensuring customer satisfaction. We value all feedback and take complaints seriously. This procedure outlines how clients can raise a complaint and what they can expect from us throughout the process.

1. How to Make a Complaint

If you wish to make a complaint, you can contact us using any of the methods below:

Email: info@gridimp.com

Phone: 01749 372198

Post: Complaints Department
Gridimp
Unit 7
The Sidings
Wells
BA5 1LJ

2. Complaints Handling Process

We aim to resolve all complaints efficiently and fairly by following these steps:

Step 1: Acknowledgement

We will acknowledge receipt of your complaint within 2 working days of receiving it.

Step 2: Investigation

Your complaint will be reviewed by an appropriate manager or team member. We may contact you for further information or clarification.

Step 3: Response

You will receive a formal response within 10 working days of our initial acknowledgement.

If we need more time to investigate, we will inform you of the reason and provide an updated timescale.

Step 4: Resolution

We aim to resolve the issue fairly and, where appropriate, offer corrective actions or solutions. This could include an apology, making a goodwill gesture or giving compensation.

We will confirm the resolution in writing.

3. Our Commitment to You

- You will be treated with courtesy, respect, and impartiality at all times.

- Your complaint will be handled confidentially.
- We are committed to learning from complaints and using them to improve our services.

4. Record-Keeping

We will keep a record of your complaint, including:

- The date your complaint was received
- A summary of the issue
- All communications and responses
- The outcome and any actions taken

These records are maintained for a minimum of 12 months and used for training and quality assurance purposes.

5. Escalating Your Complaint

If you are not satisfied with our response, or if the issue remains unresolved for over 8 weeks you have the right to escalate the matter.

Please contact:

Head of Operations

Email: info@gridimp.com

Phone: 01749 372198

We will review your case and provide a final written response within 10 working days.

If you remain dissatisfied after our internal process, you may refer your complaint to the Energy Ombudsman, whose contact details are:

Energy Ombudsman is impartial and free to use.

Email: enquiry@energyombudsman.org

Post:

Energy Ombudsman

P.O Box 966

Warrington, WA4 9DF

Phone: 0330 440 1624