

## Our Promise

We endeavour to offer the highest level of service throughout the duration of your contract however, if something does go wrong and you want to make a complaint, we will investigate any issues and aim to rectify any issues promptly, where possible

We embrace any feedback and continually look to improve. However, if a customer feels dissatisfied with any element of our service, we welcome the opportunity to put things right.

We would like to think that it would not be necessary to go beyond the first step, however we understand that in very rare circumstances you may need to present your case where the end result leaves you unsatisfied.

### Step 1

A complaint is any expression of dissatisfaction with the service received by SK Energy. A complaint may be made in writing, email, by telephone or in any other form. Please provide as much detail as possible about the reasons for your complaint and the outcome you would like to see.

Email: [admin@skenergy.co.uk](mailto:admin@skenergy.co.uk)

Telephone: 0844 8849651 / 01933448622

Post: SK Energy, Office 6&7 Diamond House, 20a Vaux Road, Finedon Road Industrial Estate, Wellingborough, Northants, NN8 4TG

Web: [www.skenergy.co.uk/get-quote](http://www.skenergy.co.uk/get-quote)

### Step 2

We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint for the business. Wherever possible, that person will not have been directly involved in the matter, which is the subject of the complaint, and will have authority to settle the complaint.

### Step 3

Within two weeks of receiving a complaint we will send you either:

1. a final response which adequately addresses the complaint; or
2. a holding response, which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.
3. If we do not hear from you within a timescale of 7 days after issuing our final response, we will assume you are satisfied with the outcome.

#### **Step 4**

If you are not satisfied with our final response, we will be happy to consider a further response, but in the absence of new evidence or material flaws being evident in our findings, it is unlikely to change the outcome of our investigation.

#### **Step 5**

We will send you a final response which adequately addresses the complaint no later than eight weeks from receiving a complaint

#### **Step 6**

If you are unhappy with our final response, you may be able to seek help from Ofgem or the Energy Ombudsman (OS)

Their website is <https://www.ofgem.gov.uk/> and it provides more information about the service they provide and the various ways they can be contacted.

We are not responsible for the content on their website.

Where matters aren't resolved, and the correct escalation processes have been followed customers can escalate the matter further by issuing a 'Deadlock Letter'. Please note before going to the Ombudsman you need a 'letter of deadlock or final response' from the company with whom you have a dispute with and the matter hasn't been resolved for 8 weeks.

The Ombudsman Service works impartially and is a Free service for consumers.

Escalating complaints can be done by: Email, Phone, or Posts

Contact details for Ombudsman Services:

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)

Web: <https://www.ombudsman-services.org/>