

Switchedonsavings ltd prides itself on the levels of service provided to our customer and constantly strives to improve every aspect of its operation.

However, if something does go wrong and you want to make a complaint, we will investigate any issues and aim to rectify them promptly, professionally and with impartiality. Our customers can rest assured they will be treated with the utmost levels of courtesy and respect throughout the complaints process and rest assured we will work hard to put things right.

Our step by step procedure is stated below and we welcome any request to explain each one in more detail. This document is available electronically and by post (free of charge) if required.

Step 1

A complaint may be registered via email to complaints@switchedonsavings.com or by telephone on 0800 923 2000. In order to process the complaint quickly we ask that the customer provides as much information as possible in the initial contact.

Step 2

All complaints will be logged and given a unique reference number. It will then be escalated to one of the Directors of the business and they will respond by email within 5 working days.

Step 3

Within two weeks of receiving a complaint we will send the customer detailed response to it. The response will reflect the progression of our handling of the complaint and:

1. If it is clear the complaint is a result of the actions of the staff or operation of Switchedonsavings Ltd it will state the proposal for the resolution of the complaint which may include a full apology and any gestures of goodwill deemed appropriate.
2. If we are unable to resolve the complaint due to waiting for information from other sources (for example) it will state an expected timescale for the next update and an estimated time to a proposal for the resolution.

In either case we will ask the customer to acknowledge receipt of the communication to ensure a clear audit trail.

Step 4

Once resolution is agreed we will send a final confirmation of the terms and take any action to fulfil them.

However, If we are unable to resolve the complaint within 8 weeks we will provide details of the Ombudsman service and suggest the customer uses their services. These services are impartial and free of charge.

More detail can be found at www.ombudsman-services.org