Complain Handling Procedure (CHP)

Business Support for UK Ltd (BSFUK)

Foreword>>

Business Support for UK (BSFUK) is a fast-growing Energy broker working as an aggregator of several sub-brokers and Consultants. We take our customers complain very seriously and make it an urgent matter to resolve. Complaints Handling Procedure reflects our commitment to valuing complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial, and fair investigations of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

Complaints give us valuable information we can use to improve service provision and customer satisfaction. Our Complaints Handling Procedure will enable us to address a customer's dissatisfaction and may help us prevent the same problem from happening again. For our staff, complaints provide a first-hand account of the customers' views and experience and can highlight problems we may otherwise miss. Handled well - complaints can give our customers a form of redress when things go wrong and can also help us continuously improve our services.

We understand, handling complaints early creates better customer relations. Also, handling it locally and quickly helps better as they are less likely to escalate to the next stage of the procedure. Complaints that we do not handle swiftly can greatly add to our workload and are more costly to administer.

Complain Handling Procedure at BSFUK:

Our complaints procedure has two stages. We expect most complaints will be handled at stage 1. If the customer remains dissatisfied after stage 1, they can request that we look at it again, at stage 2. If the complaint is complex enough to require an investigation, we will put the complaint into stage 2 straight away and skip stage 1.

BSFUK Complaint handling procedure below>>>

Stage 1: Frontline Response	Stage 2: Investigation	Referring to ADR
For issues that are straightforward and simple, requiring little or no investigation. We apologize **immediately** by sending an email to the customer and update the	Where the customer is not satisfied with the frontline response or refuses to deal at stage 1, and we feel the matter is complex and high risk	If the matter is not resolved at stage 2 and we had to issue a dead lock letter, **We will then Explain the customer that they have right to refer their dispute to the ADR scheme if it remains**

customer that the sub-broker/agent who recruited the business for us will be asked on the matter. We let our sub-brokers, or the agent know in **48 hours** on the complaint customer made. Then the sub-broker or the agent has **5 working days** to reply. Complain addressed and We then reply to the customer with the necessary action in **5 working days** or apologize for the misconduct took place. (Unless the matter is complicated where the stage 2 comes in place) Response to the customer normally by email or by calling the customer or face to face. We also, send email to the sub-broker or the agent to make them aware on the matter and give them a soft warning or further training so that it does not happen again in the future. Should the customer remain unhappy they can move to stage 2.	We apologize **immediately** and send an email to the customer by assuring the customer that we will now investigate the matter more in deep. We will explain the customer on what we are going to do next. We will then send an email to sub-broker or the agent to let them know on the complain progress and seek for their help to resolve the matter. Complaint resolved or a definitive response provided in **20 working days** to the customer with the deadlock letter in case the matter needs to be dealt via Alternative dispute resolution (ADR) The sub-broker or the agent is made aware on this and gave strong warning should there be a need or BSFUK may take decision to cease working with the specific sub-broker or the agent in case the matter is too serious.	**unresolved – either at deadlock or after eight weeks. Please note, Energy Ombudsman -ADR Scheme is free for customers and they will not be charged.** **The contact details of the ADR scheme for the customer's convenience to take the case further is>** https://www.ombudsman-services.org/sectors/energy-brokers

Expected behaviours

BSFUK welcomes any feedback or complaint as it helps us grow stronger and learn. We expect all staff to behave in a professional manner and treat customers with courtesy, respect, and dignity. We also ask customers bringing a complaint to treat our staff with respect as our staffs are there to help our customers. We ask customers to engage actively with the complaint handling process by:

- Telling us their key issues of concern and organising any supporting information they want to give us (we understand that some people will require support to do this).
- Working with us to agree the key points of complaint when an investigation is required.
- Responding to reasonable requests for information.

In case of unacceptable actions and challenging behaviour or abusive words by service users and complainants to our staffs, we have the right to hang up the phone or not to reply to any correspondence we receive from the user.

We recognise that people may act out of character in times of trouble or distress. Sometimes a health condition or a disability can affect how a person expresses themselves. The circumstances leading to a complaint may also result in the customer acting in an unacceptable way.

Not happy! Contact below:

Anyone can make a complaint, either verbally or in writing, including face-to-face

By phone:

Landline: 02037590551

Letter to the office address:

Unite 3.10, East London Works
65 Whitechapel Road
London E1 1DU, United Kingdom

email to **nothappy@businesssupportforuk.co.uk** or via the company website – www.businesssupportforuk.co.uk