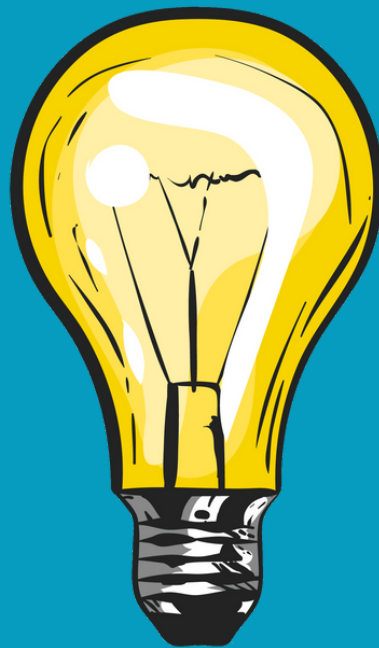




Blizzard

**BUSINESS ENERGY:
Complaint Handling
Statement and Procedure
for Micro-Business
Customers**





Complaint Handling Statement and Procedure for Micro-Business Customers

At Blizzard we are committed to offering the very best in customer service. However, in recognition of the fact that things do sometimes go wrong, we have produced this Complaint Handling Statement to show what will happen if you have cause to complain to us and you are a micro-business customer as defined by Ofgem.

You are a micro-business customer if:

1. You consume less than 293,000 kWh of gas a year;
2. You consume less than 100,000 kWh of electricity a year; or
3. You have fewer than 10 employees and a turnover or balance sheet total not exceeding €2m.

If you are not a micro-business then you should initially direct your complaint to your dedicated account manager.

If your complaint is about an energy supplier as opposed to Blizzard and their partners, you should initially raise the complaint directly with the supplier themselves. This can then be escalated to the Energy Ombudsman if you are not happy with the outcome. More advice and contact details can be found on the Energy Ombudsman website (<https://www.energyombudsman.org/>).

How to contact us

The easiest and quickest way to resolve your complaint is to telephone us on the number listed below. Alternatively, if you are unable to phone or would prefer to write, you can contact us by email, or by post using the address listed below.

Post: 7 Grovelands, Boundary Way, Hemel Hempstead, Hertfordshire, HP2 7TE

Telephone: 0330 400 4245 (open 9am – 5pm Mon – Fri)

Email: energyteam@blizzardgroup.com



Our process

All our customer service advisors are trained to provide you with the best possible customer service and will do their utmost to help you. If they need to involve their manager, they will do so to ensure the matter is resolved.

You can contact the Complaints Team providing your full name, business name and full business address, as follows:

Name: Joe Bloggs

Business Name: Blizzard

Post: 7 Grovelands, Boundary Way, Hemel Hempstead, Hertfordshire HP2 7TE

We aim to reply to the initial correspondence by 5pm the following working day. However, more complex issues may take longer as we may have to contact other agencies or suppliers to help resolve your complaint.

Within ten working days of the acknowledgement of the complaint we will let you know the outcome of our investigation. Should we not reach this deadline, we will update you and provide a revised date for reaching our decision.

Should you not accept our initial decision, we can carry out a review. Again within ten working days of the acknowledgement of the complaint we will let you know the outcome of our investigation. We may ask you for additional information during this period.

8 weeks after we received your first complaint, we shall send you an 8 week letter. Once you have received this letter, you are entitled to complain to the Ombudsman.

If you choose to reject our decision on the outcome of the complaint, we will send you a deadlock letter.



Blizzard



This letter confirms that you have rejected our decision. Once you receive this letter you are entitled to complain to the Ombudsman.

Energy Ombudsman

If you still remain dissatisfied with the resolution of your complaint, or the complaint has been unresolved for over 8 weeks, you can contact the Energy Ombudsman (<https://www.energyombudsman.org/>) who can offer advice as well as a dispute resolution service:

Ombudsman Services: Energy

PO Box 966

Warrington

WA4 9DF

Telephone: 0330 440 1624

Email: mailenquiry@energyombudsman.org.

Please note that the Ombudsman service is impartial and free to use as a customer of Blizzard.

The Citizens Advice Bureau

If you need independent and practical advice you can also contact the Citizens Advice Bureau. This service gives you free, confidential and impartial advice. Website: www.citizensadvice.org.uk

Sales and Marketing Complaints

Any sales representative or third party that speaks to you face to face on our behalf is expected to act appropriately. If you are a micro-business customer and you have a complaint in relation to any Blizzard sales or marketing activities we will offer you an explanation and an apology. We will also take remedial action and may award compensation in appropriate circumstances at our sole discretion.