

Lourdes Associates Complaints Handling Procedure

Nationwide Energy Ltd is committed to providing the highest levels of service to all our customers. If you are in any way dissatisfied with our services or have any concerns, then please let us know as this will help us to continually improve our service to you.

Lourdes Associates Operate as an aggregator therefore any complaints will be referred to the introducing TPI to assist with the checks so that an impartial decision can be made.

Our aim is to ensure that any issues you may raise are properly addressed and appropriate actions are taken where necessary, as we thrive for customer excellence.

Stage One – Raising a complaint

We take all complaints seriously and aim to address your concerns thoroughly, promptly, and politely. In the event of a complaint, you should contact us immediately via one of the channels below. Please ensure you include your **contact information, business name and address** as well as an outline of your dispute.

Phone: 0845 652 6309

Email: admin@lourdes-associates.co.uk

Letter: Lourdes Associates Ltd, Avon House, 435 Stratford Road, Shirley, B90 4AA

Online: www.lourdes-associates.co.uk

Please ensure you include your **contact information, business name and address** as well as an outline of your dispute.

Stage Two – Acknowledgement

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 3 working days. The complaint will be logged, and we will provide you a reference number which you can quote to check on the status of a dispute. An acknowledgement letter will also be sent to you via email or post.

If your complaint is related to the actions of a broker, we will handle this internally. Should your dispute be surrounding any supplier related issues, such as billing or account services, we will refer you to the complaints team for your incumbent supplier.

Stage Three – Investigations

For any TPI related disputes, we will refer the complaint to your introducing TPI who will then provide all presales calls in order for us to investigate the matter. We may, where applicable, request additional information or documentation from you, in order ensure all checks are thorough. Complaints should normally be directed to the member of staff with whom you have been dealing, in order to allow them help resolve your concerns. If you prefer, you may ask for the name of their line manager and direct your complaint to them.

We recommend noting the name of the person you spoke with and keep a log of the dates, times, and methods of communication.

Stage Four – Resolution

Once all checks are completed, we will contact you with details of our findings.

We take a firm stance against miss-selling and misrepresentation, should this occur, we will instruct the supplier of our findings and ask them to remove the contract and return you to your former supplier. Should any other manner of resolution apply, such as compensating, this may be done as an alternative to release of supply where possible based upon the nature of your complaint.

Should the evidence refute the complaint, we will provide you with our findings and evidence to confirm that no further action will be taken as a result. If you disagree with this, the complaint will go to 'deadlock'.

Stage Five – In the event of a deadlock

A complaint will be moved to deadlock where you are not in agreement with our findings/resolution. In this case, you should wait the allocated time to refer to the Energy Ombudsman for an impartial and independent free review of your dispute.

Stage Six – Contacting the Energy Ombudsman.

The Energy Ombudsman Service will review your case for you. This is a completely free service, and they offer an independent and impartial review. You should only contact the Ombudsman in the event of the below.

- **The complaint has been raised and 8 weeks has passed without any resolution.**
- **You have received a deadlock letter from us and have deemed this unreasonable.**

You can contact the Energy Ombudsman via any of the routes below.

Telephone: 0330 440 1624

Post: Energy Ombudsman: P.O. Box 966, Warrington, WA4 9DF

Email: enquiry@energyombudsman.org

Further information on the Ombudsman process can be found online at

<https://partners.ombudsman-services.org/our-services/our-process>

<https://www.energyombudsman.org/how-we-can-help/energy-brokers>

Dispute against any staff members

We pride ourselves on offering the highest standards of service to our customers. In the unfortunate event that you are dissatisfied with a staff member or any complaint handler, you can direct your dispute to senior management via the below.

We will conduct an impartial review of any concerns raised with a view to resolving matters as soon as possible.

Name: Ferhad Ali

Phone: 0121 746 3007

Email: ferhad@lourdes-associates.co.uk

Letter: Lourdes Associates Ltd, Avon House, 435 Stratford Road, Shirley, B90 4AA