



## **RENDALL AND RITTNER LIMITED UTILITIES (Energy) DEPARTMENT COMPLAINTS PROCEDURE**

Rendall and Rittner prides itself on the service that it provides to its customers, however it is recognised that from time to time, problems occur that give rise to a customer making a complaint.

In the interests of good customer service, and to comply with regulatory requirements, we aim to resolve all complaints by coming to a mutual agreement between us as the managing agents, our valued clients and potentially the supplier involved.

It is important to note that if your complaint is regarding an Energy Supplier (for example: billing practices, unit rates etc) then this may not be reflective of our own service but we may be able to raise a complaint on your behalf dependent on the circumstances.

Rendall and Rittner Limited have adopted the following procedure which will be followed in dealing with any complaint received:

- 1) All Complaints will be acknowledged in 5 working days (from the date of receipt of postal complaints) and 3 working days (electronic and telephonic complaints).
- 2) All Complaints will be investigated and complete records and notes will be made and kept and will be available for perusal from the complaining party.
- 3) Within 15 working days of receipt of your written complaint, we will write to you to inform you of the outcome of our internal investigation into your complaint and let you know what actions, if any, we have taken or will take. If at this stage, we are unable to conclude our investigations, we will advise you accordingly, with reasons and confirm our anticipated timescale for conclusion. Should we need to contact a supplier in relation to your complaint, additional time may be required due to their SLAs. Some suppliers do take a very long time, sometimes weeks and even months, to formally respond to a complaint, and we must await their feedback before being able to finalise a complaint.
- 4) If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of management.
- 5) We will formally acknowledge your escalation of this complaint with senior management within 3 days of receipt.
- 6) We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- 7) If you remain dissatisfied after the last stage of our in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can take the matter further with The Energy Ombudsman. [Ombudsman Services: Here to Help You Resolve Your Complaint | Ombudsman Services \(ombudsman-services.org\)](https://www.ombudsman-services.org/)



[Complain Now | Ombudsman Services \(ombudsman-services.org\)](https://ombudsman-services.org)

Post: Ombudsman Services: Energy,

P.O. Box 966,

Warrington,

WA4 9DF

Phone: 0330 440 1624

Email: [enquiry@ombudsman-service.org](mailto:enquiry@ombudsman-service.org)

Any complaint can be lodged in writing (email or posted letter), or telephonically to the following contact points:

Post: Rendall & Rittner Ltd

Utilities Department

340 Deansgate

Manchester

M3 4LY

Phone: 020 7702 0701

Email: [utilities@rendallandrittner.co.uk](mailto:utilities@rendallandrittner.co.uk)