



www.bigcleanswitch.org

Complaints Procedure

Updated 06 October 2022
v1.6

Who we are

Big Clean Switch is a trading name of Brakkn Ltd, registered as a company in England and Wales under number 11085677.

What is this document?

We are committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and service.

This document explains how you can complain to us about our service, and what we will do about it. It is available, free of charge:

- as a download from our website;
- by email if requested; or
- by post if requested.

How do I complain to Big Clean Switch?

1. If you have a complaint, please contact us by emailing complaints@bigcleanswitch.org or write to:

Big Clean Switch Complaints
Brakkn Limited
14a Commercial Road
Bournemouth
BH5 2LP

We keep records of all complaints submitted to us, including the date of the correspondence, to ensure we deal with them appropriately and are able to respond to further enquiries as needed.

2. We value all feedback and will respond with courtesy and respect. We will send you a letter or email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally involve passing your complaint to our Head of Operations, Dominique Wallace, who will review your case and speak to other members of the team as appropriate.
4. Dominique will then schedule a telephone call to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter / email. If we agree that we have not met the high standards you should expect of us, potential remedies include:
 - a. Apologising
 - b. Making a goodwill gesture
 - c. Offering compensation
 - d. Committing to improve our processes in specific ways
5. Within three days of the call, Dominique will write to you to confirm what took place and any solutions she has agreed with you.
6. If you do not want a call or it is not possible, Dominique will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter / email.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for our chief executive, Jon Fletcher, to review her decision.
8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

What if I am still not satisfied?

If we have not resolved your complaint within 8 weeks, we will issue you with a Deadlock Letter

The Deadlock Letter will contain details of our final offer and details. Here, you can decide if your problem is solved. If it isn't, you can act further:

If you are using our household services...

You can then contact your local trading standards office. You can identify who they are by using the following link:

www.tradingstandards.uk/consumers/support-advice

Or calling: 03454 04 05 06

If you are using our commercial energy brokerage services...

We are members of a government-backed dispute resolution scheme operated by Ombudsman Services. If you have been unable to reach a satisfactory resolution to your complaint through the process outlined above – or eight weeks have passed since your original complaint without it being resolved – you can escalate the complaint to Ombudsman Services using this link:

<https://www.ombudsman-services.org/complain-now>

You can also contact the Ombudsman Services here:

Post: Energy, P.O Box 996, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

They offer a free and impartial service to independently review complaints and adjudicate on their outcome. Once you've logged your complain with them, they will review the evidence and find a fair resolution. We will have 28 days to comply with their findings, and their resolution is enforceable in court.