



www.bigcleanswitch.org

# Complaints Procedure

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Updated 19 February 2018  
v1.3

## What is this?

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.

If you have a complaint, please contact us. We will respond with an initial response within three working days. Please email [complaints@bigcleanswitch.org](mailto:complaints@bigcleanswitch.org) or write to:

Big Clean Switch Complaints  
Brakkn Limited  
Barclays Eagle Labs  
300 Poole Road  
Poole  
BH12 1AZ

## What will happen next?

1. 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.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care manager Sam Bryant who will review your case and speak to other members of the team as appropriate.
3. Sam 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.
4. Within three days of the call, Sam will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a call or it is not possible, Sam 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.

6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Managing Director Tom Old to review her decision.
7. 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.
8. If you are still not satisfied, 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](http://www.tradingstandards.uk/consumers/support-advice)

Or calling: 03454 04 05 06