

At ENSTROGA we're committed to helping our customers to resolve any issues as quickly and smoothly as possible, which is why we follow a strict and transparent compliance procedure that explains how we deal with complaints and how we work with our customers to help to resolve them.

If you would like to make a complaint, please follow these steps:

1. Contact us to tell us what is wrong and why you are complaining about our service.
 - a. Call between 8am and 7pm Monday – Friday on 01158 572 572.
 - b. Email at energy@enstroga.co.uk explaining what the problem is. Please use the word 'Complaint' in the email subject. This will help us to prioritize your email and make sure it goes straight to one of our Customer Ambassadors.
 - c. Fill in our [online complaints form](#).
 - d. Write a letter to our Customer Ambassador team which is in charge of representing the interests of our customers and ensuring they have the best possible experience with ENSTROGA.

ENSTROGA Ltd
Customer Ambassador
Alexandra House
43 Alexandra Street
Nottingham
NG5 1AY

2. We'll do our best to sort out any issues the first time you contact us, and put things right for you within 5 working days. However, some issue could take longer to resolve but we promise to give you an answer if we think it will takes us longer to solve the issue.

We set out different remedies that are available under the complaint handling procedure in respect of the customer's complaints including:

- a. An apology
 - b. An explanation
 - c. Taking appropriate remedial action by us
 - d. The award of compensation in appropriate circumstances
3. If you're not happy with our solution:

We hope you'll be satisfied with our response. If not, please get in touch again by phone or, if you're emailing or writing, include your phone number so we can call you back. If we can't reach you by phone, we'll email or write to you within 5 working days.

Our Customer Ambassadors will explain how we're dealing with the complaint and work with you to resolve the issue.

4. If you're still not satisfied you can:

- a. Ask us to look into the matter again. We will continue to try and resolve the issue with you to try and find a satisfactory solution.
- b. Contact The Citizens Advice Bureau. If you need some advice about energy supply, this organization provides free independent advice about your rights as a consumer. You can contact them for free on:

UK: 03454 040506 or at <https://www.citizensadvice.org.uk/about-us/contact-us/>

Scotland: 03454 040506 or at

<https://www.citizensadvice.org.uk/scotland/about-us/contact-us/>

- c. Ask for a 'final response' or 'deadlock letter'. In this, we'll explain that we haven't been able to sort the issue out to your satisfaction, summarize what's happened, and give you contact details for the Energy Ombudsman. The Energy Ombudsman is an independent organization that can step in if you're not happy with our response, or if it's been more than 8 weeks since you first complained and we still haven't put things right for you.

The service is completely free, and if they decide we should do more to help you, we will do whatever they recommend. However, if they decide you should do something, you are not obliged to follow their advice.

The Ombudsman Services can be contacted at

<https://www.ombudsmanservices.org/contact-us-energy.html>

If you need any more information about our complaints process, please don't hesitate to contact us by phone or at energy@enstroga.co.uk.

Kind Regards
Your Customer Ambassador