

## Our Complaints Policy

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### Help us to help you

Tonik is here to make its members happy. In the event of any complaints, we will resolve them in a fair and transparent way.

If you're not happy with anything from Tonik Energy, please contact our customer care team straight away and we'll do everything we can to help. We will try to solve your problem the first time you contact us and give you a named team member to speak to.

### How to make a complaint

Firstly, please contact our customer care team – you can get someone else to do this for you if you wish. You can contact us by emailing us at [hello@tonikenergy.com](mailto:hello@tonikenergy.com), or between the hours of 8AM-5PM Monday to Friday you can call us on [0333 344 2686](tel:03333442686) or use webchat.

We'll keep a record of your complaint and all details that you give us. We'll also record any agreement that we reach to resolve your complaint.

If we don't manage to resolve your complaint on your first contact with us, we'll keep in touch with you regularly so that you know exactly what we are doing to resolve your complaint.

### Remedies to your complaint

There are a number of remedies you can expect as an outcome to your complaint, these include the following:

- (i) we'll say sorry for any wrong doing or mistakes
- (ii) we'll provide an explanation of why things didn't go to plan
- (iii) we'll take relevant action to fix any issues
- (iv) where appropriate we may pay you some financial compensation.

## Escalation

If we do not resolve your complaint to your satisfaction you can ask to discuss this with a manager from Tonik Energy.

If you would prefer to contact a manager in writing, you can send a letter to the address given above or you can email at [hello@tonikenergy.com](mailto:hello@tonikenergy.com). Please always quote your account number when you contact us.

We aim to respond to you within one working day of when you contact us with a written reply setting out how we propose to resolve your complaint. Where appropriate, we may also include a goodwill gesture if you have been negatively affected by anything we have done or failed to do.

If you are not happy with how we handle your complaint you can ask us to conduct an internal review of your complaint. A manager will contact you as soon as possible to ask some questions and obtain information for that review.

## If your complaint is still not resolved

If you are still not satisfied with the response we have given you and we have told you that we can't do anything further to resolve your complaint, you can request that we issue a letter called a "Deadlock Letter". This is written confirmation from us that we have been unable to resolve the complaint to your satisfaction despite our best efforts. Once we have agreed to provide a Deadlock Letter you can then refer your complaint to the Energy Ombudsman.

The Energy Ombudsman is an independent service provided free of charge which resolves customer complaints in an impartial manner. Once a complaint has been referred to the Energy Ombudsman, it then investigates the issue in partnership with both you and us. You do not have to follow what the Energy Ombudsman decides, and you can still seek further advice if you wish.

You can still refer your complaint to the Energy Ombudsman even if we have not provided a deadlock letter, if we have been unable to resolve your complaint to your satisfaction within eight weeks of when you first contacted us.

The Energy Ombudsman can issue a decision which is binding on us requiring us to provide either an apology, an explanation, a service or action that benefits you and possibly to pay you compensation.

We will co-operate with both the Energy Ombudsman and Citizens Advice if you wish to involve them in seeking a resolution to your complaint that you are happy with.

## Independent Advice

### Citizens Advice – Energy

The Citizens Advice Energy service provides free, confidential and impartial advice on any issues you may have in relation to your energy supply. You can contact them by phone or by visiting their website:

03454 04 05 06 or [www.citizensadvice.org.uk/consumer/energy/energy-supply/](http://www.citizensadvice.org.uk/consumer/energy/energy-supply/)

## Energy Ombudsman

If you do not feel that we have resolved your complaint to your satisfaction and eight weeks have passed since the date you originally raised the complaint with us or if we have told you that there is nothing further that we can do to resolve the complaint, you can refer your complaint to the Energy Ombudsman.

This can be done using the contact details shown below:

0330 440 1624 or [www.ombudsman-services.org/energy-complaint.html](http://www.ombudsman-services.org/energy-complaint.html)

Ombudsman Services: 3300 Daresbury Park, Daresbury, Warrington, WA4 4HS.