



## **Our complaints process**

Whilst we aim to provide a quality service, we appreciate that from time to time things may go wrong. In these cases you have the right to complain.

We'll give your complaint our full attention and keep you up to date with progress. It's important to us that we resolve the issue for you as quickly as possible.

We will endeavour to resolve your complaint within 6-8 weeks.

Your complaint will be treated with courtesy and respect.

**Step 1:** Contact us using one of the below contact methods and let us know what has happened and what you want us to do to put it right. Depending on your complaint type.

**Step 2:** We'll work with you to resolve the matter as quickly as we can.

**Step 3:** We will let you know what we have done to resolve your issue and bring the matter to a close and send over a deadlock letter after 8 weeks.

**Step 4:** If you've received a deadlock letter or we have still not resolved your issue after 8 weeks, you can take your complaint to the Ombudsman.

The Ombudsman service is free for consumers, you can contact them using one of the below contact methods.

### **Contact us:**

Telephone: 0116 326 0310

E-Mail: [info@midland-power.com](mailto:info@midland-power.com)

Post: 87 Thornborough Way, Leicester, LE5 1AX

### **Ombudsman Contact details:**

Name: Energy Ombudsman

Website: [www.energyombudsman.org](http://www.energyombudsman.org)

E-Mail: [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

Phone: 0330 440 1624

Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF