

Focus Energy Alternative Dispute Resolution Procedure

Focus Energy are committed to continuous improvement, and it is vital that our customers are happy with the service we offer, however, despite our best efforts, things can go wrong. We take customer complaints very seriously and we are pleased to demonstrate our processes should a customer feel the need to complain about any aspect of their service from Focus Energy.

If you have a complaint, Focus Energy will always try to resolve your complaint as quickly and efficiently as possible, and to keep you informed at all times. We normally aim to resolve complaints and within 10 working days but, depending on the nature of the complaint, this is not always possible. Below we have set out our complaint's procedure.

The process for issuing a complaint is as follows:

- 1) The fastest way to discuss a complaint is to email or speak with your dedicated account manager, who will be able to investigate the detail and try to help resolve the complaint in the first instance.
- 2) If, after discussing with your account manager, you feel the solution offered does not satisfy your complaint, the next step is to discuss with the Head of Focus Energy.

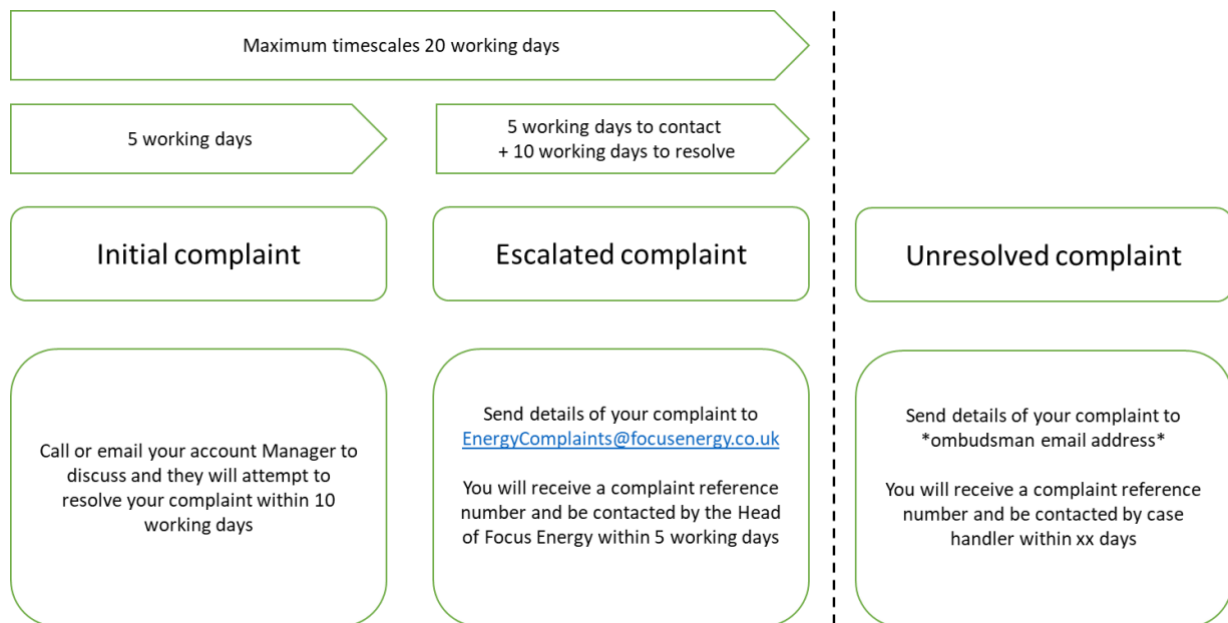
To engage the Head of Focus Energy you should email EnergyComplaints@focusgroup.co.uk with your name, your business name, and a brief description of your complaint. We will issue a complaint reference number to ensure your complaint is registered and can be tracked.

The Head of Focus Energy will contact you within 5 working days to discuss your complaint directly and will make every reasonable effort to agree a suitable solution within 10 working days.



- 3) If after this time you are not happy with how your complaint has been handled, if we are not able to resolve your problem, or if 8 full weeks have passed since your initial complaint, you may engage with the Ombudsman Services Energy Broker ADR (Alternative Dispute Resolution) Scheme who will open a complaints case on your behalf and engage with Focus Energy.

You can engage with the Ombudsman by calling 0330 440 1624 or by emailing enquiry@ombudsman-services.org. Alternatively, they can also be contacted at Ombudsman Services, Energy, PO Box 966, Warrington, WA4 9DF.



Outcomes

Where it is proven that Focus Energy were at fault for the initial complaint. Focus Energy may offer a goodwill gesture as part of the complaint resolution.

Where performance of the services complained of is dependent on the energy supplier, Focus Energy will use all reasonable efforts to investigate the complaint on your behalf with the energy supplier, however, Focus Energy are not able to guarantee the performance of the energy supplier or the outcome of the complaint. For example, a new supply contract may not go live for an unforeseen reason beyond Focus Energy's control.

At all times Focus Energy will check progress of the resolution of your complaint and keep you informed of the options available to you.