

Eazy Switch Limited - Customer Complaints Procedure

At Eazy Switch, we are committed to providing a high-quality service to all our customers. However, if something goes wrong, we need you to tell us about it. This will help us to improve our standards and resolve your concerns fairly and promptly.

We set out below how our complaint procedure works and the steps taken if you wish to complain. We also set out your rights to complain to the Ombudsman should you not be satisfied with the outcome of our review of your complaint.

1. Our Complaints Promise

- We will treat your complaint seriously, confidentially, and fairly.
- We will investigate your complaint thoroughly and without delay.
- We will keep you informed throughout the process.
- We will do everything we can to resolve your complaint to your satisfaction.
- We will learn from your feedback to improve our services.

2. How to Make a Complaint

You can make a complaint in any of the following ways:

- **Email:** Please send your complaint to complaints@eazy-switch.com.
- **In Writing:** Address your letter to: The Complaints Manager, Eazy Switch Limited, Unit 14 Clements Court, Clements Lane, Ilford, Essex, IG1 2QY.
- **By Phone:** Call us on **020 3961 0022** during our business hours (9 am - 5 pm, Monday to Friday). Please note that we may need to follow up in writing to ensure we have all the details correct.

To help us investigate quickly, please provide the following information in your complaint:

- Your full name and contact details (phone, email, address).
- Your Eazy Switch customer/reference number (if you have one).
- A clear description of your complaint and what has gone wrong.
- What you would like us to do to put things right.
- Any relevant documentation (e.g., emails, letters, screenshots).

3. Our Complaints Process

Acknowledgement

We will, within **two working days** of receiving your complaint, send you an

acknowledgement. In doing so, we shall inform you of the designated complaint manager who will deal with your complaint throughout the process. Where possible, your designated complaint manager will be someone other than your previous main point of contact with us.

Additional Information or Clarification

Your designated complaint manager may contact you seeking additional information, documentation, or clarification as to the issues raised.

Our Decision

Within **ten working days** of the acknowledgement of the complaint, we will let you know the outcome of our investigation. Should we be unable to let you have our decision within that ten working day period, we will update you as to progress and provide a revised anticipated date for providing our decision.

Your Decision & Director Escalation

We ask that within **ten working days** of you receiving our decision, you let us know whether or not you accept it.

If you are not satisfied with our decision, we want to ensure you feel heard. As a next step, we encourage you to escalate the matter directly to our Director, Sultan, for a personal review. Your feedback is invaluable to our business, and this ensures your concerns receive the highest level of attention.

Please email Sultan at sultan@eazy-switch.com, quoting your complaint reference number.

Director's Review

Upon receiving your escalation, the Director will conduct a fresh review of your case. We aim to complete this review and provide you with a final decision from the Director within **ten working days**.

Eight-Week Letter

Whatever stage has been reached in the above process, **eight weeks** after we first received your complaint, we shall send you a letter confirming this. Once you have received that letter, you are entitled to complain to the Ombudsman.

Deadlock Letter

If you choose to reject our final decision from the Director, we will send you a deadlock letter. This letter confirms that we have been unable to resolve your complaint to your satisfaction internally. Once you receive this letter, you are entitled to complain to the Ombudsman.

4. What to Do If You Are Not Satisfied: The Ombudsman

If you are a microbusiness, you are entitled to take your complaint to the **Ombudsman Services: Energy** if your complaint is not resolved within eight weeks of you first making it to us, or once you have received a deadlock letter from us, whichever is sooner.

The Ombudsman is an independent body that decides the outcome of disputes between us and our microbusiness customers. There is no charge to you for the Ombudsman's services.

If you accept the Ombudsman's decision, we must then honour that decision. You are not bound to accept the Ombudsman's decision and may instead choose to take other action, such as litigation.

The Ombudsman's contact details:

- **Email:** enquiry@ombudsman-services.org (emails are responded to within five working days)
- **Telephone:** 0330 440 1624 (8am-8pm Monday to Friday, 9am-1pm Saturday)
- **Post:** Energy Ombudsman, PO Box 966, Warrington, WA4 9DF
- **Website:** www.ombudsman-services.org/sectors/energy
- **To officially complain online:** <https://www.energyombudsman.org/raise-dispute/eazy-switch>

5. The Citizens Advice Bureau

If you need independent and practical advice, you can also contact the Citizens Advice Bureau. This service gives you free, confidential, and impartial advice.

- **Website:** www.citizensadvice.org.uk
- **Please quote our Ombudsman Membership number: C35Eazy01**

We hope to resolve your complaint swiftly. Thank you for giving us the opportunity to put things right.

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