

## Voltix Services Ltd

Unit 7  
Stairbridge Court  
Bolney Grange Business Park  
Bolney  
RH17 5PA



## Customer Queries and/ or Complaints Policy

### Purpose

Voltix Services Ltd is committed to the practice of responsible corporate behaviour and to complying with all laws, regulations and other requirements which govern the conduct of our operations.

The Voltix Services Ltd Customer Queries and/ or Complaints Policy is designed to assist with the process. This will ensure that the team is provided with all relevant and important information to allow for an efficient resolution.

The purpose of this policy is to ensure:

- Queries and / or complaints are dealt with efficiently;
- Queries and/ or complaints are properly investigated;
- Queries and/ or complaints are treated sensitively, with respect and courtesy;
- The issue is attended to within a reasonable time frame;
- Feedback is provided to all relevant parties in relation to the resolution established;
- Recommendations provided by the Senior Management Team must be actioned;

### Our Policy

We regard a customer query and/or complaint as an expression of dissatisfaction about our organisation, our staff, our partners, our contracted service providers or anyone else acting on our behalf. A customer query and/or complaint may be received via email.

The objective of our Policy is to deliver consistent, high- quality and accountable responses to all customer queries and/ or complaints across Voltix Services Ltd.

### Customer Process

The following steps will be applicable when raising a customer query and/or complaint:

- Send an email to our helpdesk the subject line must read Customer Query or Customer Complaint (whichever is applicable) together with the account name and the content of the email must encapsulate the following:
  - Date the Query and/or Complaint was received;
  - Account Name;
  - Related Site;
  - Detailed reason for the Query and/or Complaint;
  - Attach any relevant emails or call recordings.
- Receive an acknowledgement email once a non-conformance has been created;

## Voltix Services Ltd

Unit 7  
Stairbridge Court  
Bolney Grange Business Park  
Bolney  
RH17 5PA



- Await feedback;
- Receive an acknowledgement email when Non- conformance has been closed and a query has been resolved;
- The Register of Complaints should be updated with the Complaints Resolution Form and any corrective action identified.

### The Internal Process

- A member of the Senior Management Team will review the complaint for full details and respond to the client/member of the general public with an update on the progress of the complaint.
- Where the complaint is against a particular member of staff, a “Non Conformance ” will be sent to the staff member against whom the complaint has been made, requesting details of events leading up to, during and following the complaint period.
- The staff member will be required to complete, and return the form to their Line Manager within 24 hours of receipt.
- The Managing Director will review the form and identify any areas where further staff training or process reviews are required to ensure complaints of a similar nature do not occur in the future.
- The Register of Complaints should be updated with the Complaints Resolution Form and any corrective action identified.

### For energy related complaints please be advised of the following:

- Energy Ombudsman can be used if a complaint has not been resolved after 8 weeks or if deadlock has been reached;
- Energy Ombudsman is impartial and free to use;
- Energy Ombudsman can be contacted in the following way:
  - Website:
  - Email:
  - Phone: 0330 440 1624 (Monday to Friday, 8am to 8pm, and Saturday, 9am to 1pm)
  - Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

### Special Message

The Operations Team are here to help you resolve all your Customer Complaints and/or Queries. Our customers are the heart of our business and our aim should be to meet their needs to the very best of our ability - with your help we can achieve this.

The above process will have to be strictly adhered to in order for us to attend to your query and/or complaint timeously. Let us work together to ensure the utmost satisfaction of our customers so we as a business can become more successful along this journey.