



**TAYLOR STANTON
& COMPANY LTD**
Better commercial energy prices



Complaints Handling Procedure

Our Complaints Handling Procedure is in place for customers who are not happy with our service. It exists to ensure that any complaints are logged correctly and dealt with in a smooth and efficient method. We are committed to continuous improvement; our customers are our main priority and will be treated with courtesy and respect.

How to make a complaint

This can be recorded with us via phone, email or letter. Please contact us by any of the below methods:

Telephone: 0845 0132993

Email: info@taylorstantonandcompany.com

Post: Taylor Stanton & Company Ltd, 61 Caroline Street, Birmingham, B3 1UF

What happens Next

We will contact you within 24 hours to acknowledge that we are looking into your complaint. A case number will be issued, and we will always attempt to resolve your complaint within 7 days. We will keep you informed of any progression made. Resolution of all complaints is of the utmost importance to us and may come in the format of an apology, a goodwill gesture or compensation.

If after 8 weeks the complaint has not been resolved to your satisfaction you have a further option to contact the Ombudsman below. As we are a member of the Ombudsman Services Energy Broker ADR (Alternative Dispute Resolution) scheme this service is impartial and free to our customers.

Ombudsman Services: Energy Broker ADR Scheme
PO Box 966
Warrington
WA4 9DF

Telephone: 03304401624

Website: <https://www.ombudsman-services.org>

Email: enquiry@ombudsman-services.org