

TRIBE ENERGY

Third Party Intermediary / Brokerage



Tribe Energy Complaints Process

As part of our commitment to quality, Tribe Energy Services Ltd (Tribe Energy) have a structured complaints process in place to ensure that their customers have the right to question the agreement that they have made or make us aware of any errors with energy contracts processed by Tribe Energy.

Tribe Energy takes all manner of complaint seriously and all complaints will be treated with courtesy and respect throughout the process, this policy outlines the procedure in which to raise a complaint and the process that we will undertake to investigate each complaint and how we will aim to find a resolution.

Querying your contract

If you feel that any of the information that we have submitted to a supplier on your behalf is inaccurate or feel that you did not agree to any aspect of the agreement, in the first instance we would ask that you contact us on 01138314468 and request to speak with your dedicated account manager as per your confirmation letter issued to you at the time of agreeing your contract.

We ask that you contact your account manager who advised you in the first instance. This is primarily so that you are speaking with the person who has the best understanding of your supplies and has an audit history of communications to hand. Hopefully, the account manager will be able to resolve any queries you have, and the issue will not escalate to a complaint.

**26A MAIN STREET
GARFORTH, LEEDS
LS25 1AA**

01138314468





Raising a complaint

Email

If the account manager is unable to resolve your query or you specifically wish to escalate the query directly to their line manager, please email to partner@tribeenergy.co.uk stating:

- Your name
- Your company name
- The site address (that you're making your complaint about)
- The nature of your query
- Your contact number and suitable time to make contact

Phone

Alternatively, please call us on 01138314468 to request a complaint escalation and requesting a call back from a Team Manager, they will respond to your request within 2 working days and take further details of your enquiry.

In Writing

Tribe Energy Ltd, 26a Main Street, Garforth, LS25 1AA, you can expect to receive confirmation of this within 2 working days of its receipt. If sending by post, we recommend using services such as tracked/signed for postage to ensure safe delivery.

Resolving your complaint

Complaint Upheld

If your complaint is upheld, the line manager will inform you both verbally and in writing. They will state acknowledgement of the error and highlight action to be taken to prevent further occurrences.

Depending on the severity of the complaint and whether the complaint was caused by a genuine error or malpractice/negligence, the advisor will receive documented training or be disciplined in line with the company's disciplinary process.

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Complaint Not Upheld

If the evidence gathered at point of audit contradicts your complaint, then the line manager will feed back to you providing a detailed account of the audit, highlighting the relevant aspects, and providing the evidence that is contrary to the claim. The line manager should confirm their findings and the outcome of the investigation in writing to you within 10 working days.

Taking further action

If you are unhappy with the outcome of your complaint you can escalate your complaint to the following: -

Supplier

You may wish to raise your complaint directly with the supplier concerned, informing them that you have attempted to resolve the complaint with Tribe Energy in the first instance. The team manager will advise the relevant contact details when writing to you with the outcome of your complaint.

Ombudsman Services (OS)

You can raise a complaint with OS may be able to help. This service has been approved by Ofgem, the body which regulates the electricity and gas markets in England, Scotland, and Wales.

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

All complaints are recorded, and this information is used to assess areas that we can better improve our service.

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