

Title: i-Novus Complaints Procedure

Complaints Procedure

This complaints procedure is available by email and is free. It is also on our website. If you need a hard copy, send a SAE and we will provide free of charge. Please let us know if you need large print for vision impaired customers.

Introduction

I-Novus prides itself on providing a different level of service. One that is based on solid ethical principles. We demonstrate this level of service by being:

- Open & Honest. We tell you the truth. But more than that, we offer you the information you need to make a good decision in a way that is helpful to you
- Genuine & Real. We aim to understand your business.
- Empathy & Compassion: Sometimes we have to have complex conversations, but we understand you are running a business. We will take the stress out of it.
- Acceptance. We know that you have a choice of who you do business with.
- Non-Judgement. Not all suppliers are the same. We present the facts to you so that you can make the decision.

Despite our solid ethical stance, sometimes things can go wrong; this can happen for a variety of reasons and some of those will be out of our control. Nevertheless, as our customer, we take responsibility for resolving the situation to the best of our ability. It's what we expect when we deal with other companies.

We never sit on our laurels. Our core belief is that if you stand still, then you are moving backwards as everyone else moves forward. Therefore, we regularly review our procedure, policies and practices to ensure they still meet the demands and requirements of our customers. Change is not a luxury, it's a necessity and we welcome all aspects of improvement in our business, particularly when customer driven.

A Complaint Definition

We consider a complaint to be any circumstance that leads to an expression of dissatisfaction. The reasons why are not important at this stage. What is important is that one of our customers is feeling less than fully satisfied.

Sometimes, people can feel a little uncomfortable when they have to complain. We understand this reluctance and will ensure we follow our own principles and treat all customers with the utmost courtesy, respect and confidentiality.

Importantly, we see a complaint as an opportunity to resolve an issue and not as an unwelcome problem. This positive approach means we welcome the chance to resolve a customer issue, even if we are not the cause of the issue.

How to Contact i-Novus to complain

There are several ways:

- Email: robert@i-novus.co.uk
- Phone: 08803 184854

- Post: 3 John McGlashan Place, Arbroath, DD11 3BF
- Website Comments box: www.i-novus.co.uk

Steps to take when making a complaint.

1. Contact us using your preferred method above.
2. Let us know that you are registering dissatisfaction about some aspect of our service.
3. Tell us what the issue is and how it is impacting you.
4. Tell us when the issue started and how often it is happening.
5. Make sure you leave any customer name, reference/account number and contact details so that we can get back to you.

What we will do

1. We will create a complaint log for your complaint. Even although the complaint may have an almost immediate resolution, we still want to record details so that we can learn lessons and make changes to prevent future occurrence. Details recorded will be:
 - a. Customer Names
 - b. Date complaint was received
 - c. Customer Reference numbers
 - d. Take a note of how you would like to be contacted to discuss progress.
 - e. Any appropriate evidence for your complaint – meter reads, emails etc.

This file will remain as an open file until resolution is reached.

We recommend that you keep a record of your contact with us.

2. Depending on the circumstances, we will offer resolution of the complaint by return. Some simple things can be resolved almost immediately. If this is possible, we will ask for your permission to close the complaint.
3. If the complaint cannot be resolved immediately as some investigation is required, we will give you an estimate of how long it will be before we get back in touch with you.
4. If you have not heard from us within 4 weeks, please contact us to find out the status of your complaint.
5. Resolution: If we have resolved the problem, we will contact you with a ‘deadlock letter’, which will detail our final offer and also details of how to contact the ombudsman.
6. Contacting the Ombudsman:
 - a. If after 8 weeks from the date of the initial complaint, we cannot resolve the issue to your satisfaction, or if at any time we think we cannot resolve the complaint we will let you know, you can escalate your complaint to the Ombudsman
 - b. Ombudsman services are free to use.
 - c. Use this link to get familiar with the Ombudsman services:
<https://partners.ombudsman-services.org/our-services/our-process>
 - d. Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF
 - e. Phone: 0330 440 1624

Resolution

Although an expression of dissatisfaction is in fact also an opportunity to do better, it means that something has gone wrong somewhere. In the first instance, we will always sincerely apologise for this with empathy and compassion. We will then try to make things right, by resolving the problem so that it is no longer a problem – fixing something that is broken. We want you to feel we have understood your issue and responded quickly and appropriately. If you are satisfied, we will be satisfied.

