

Customer Complaints Policy

We are committed to providing a high-quality service to all our clients. We know sometimes things can go wrong and we take complaints very seriously. Very often misunderstandings can be sorted out on an informal basis, and we welcome the chance to put things right. However, if you feel the problem needs to be looked at and put on an official footing, you can follow our complaints procedure. We will work to put things right for you as quickly as possible; keeping you fully informed during all stages of the procedure.

Our aim is to handle all complaints fairly, confidentially and efficiently.

How to make a formal complaint

To ensure your complaint is handled efficiently and fairly, please provide full details in one of the following ways:

By email: info@nfuenergy.co.uk

By Post: The Managing Director
NFU Energy
10th Street
Stoneleigh Park
Kenilworth CV8 2LS

By Phone: 024 7669 6512 and speak to one of our management team

What we will do

- We will send you a written acknowledgement of your complaint within 24 hours and a copy of this procedure.
- We will work to fully respond to your complaint within twenty working days.
- If you are not satisfied with our response, the complaint will be escalated to our Board of Directors.
- We will keep you informed at each step of the process.
- If you are an NFU member we will also pass this information to the relevant NFU department



 024 7669 6512

 info@nfuenergy.co.uk

Learning from complaints

Sometimes we can put things right; sometimes we can only explain ourselves and apologise. Nevertheless, we do want to learn from our mistakes. What you tell us helps to improve our service to you and others. We may ask you for feedback on the service you have received. If you do have any suggestions or ideas on how we can improve, please let us know.