



Direct Power Associates Limited
Natural Gas | Electricity | Green Energy

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Direct Power's Complaint Procedure for Microbusinesses:

1. Microbusinesses are welcome to contact us by phone, or in writing (including email) in order for us to identify the underlying cause for concern.
2. Once contacted, Direct Power will identify the underlying cause for concern using your preferred method of communication, phone or e-mail, and resolve before it escalates to a formal complaint.
3. Direct Power is a member of the Utilities Intermediary Association and must adhere to their code on complaint resolution, and complaints are handled promptly and professionally. You can find out more about the UIA Code of Practice here: http://www.uia.org.uk/code_of_practice.htm
4. Once we receive a complaint, we aim to acknowledge receipt and aim to resolve as quickly as possible. The complaint will be logged internally and all correspondence will be maintained throughout the process.
5. Sometimes complaints will take longer to address, in this situation we will keep you informed of the steps being taken to resolve the situation and advise a of realistic resolution time frames.
6. Some concerns will require investigation and interaction with other parties such as the supplier. We always do our best to give a realistic turn-around with the given scenario and check in on a regular basis while the investigation is being conducted.
7. Direct Power has eight weeks to resolve a client's complaint. This is to give us enough time to assess the situation, and the evidence to find an appropriate resolution. During that time, we may contact the microbusiness for more information. The microbusiness can also contact us to see where the complaint is up to.
8. Direct Power will endeavour to reach a decision on a complaint at a time prior to the eight weeks. If we do, we will send you a 'deadlock letter'. This normally contains a final offer and our details. At this point the microbusiness will need to decide if they think their response is reasonable and will solve the problem. If the microbusiness receives a deadlock letter and is not satisfied, or Direct Power has still not resolved the issue after eight weeks, the microbusiness can bring the complaint to Ombudsman. The Ombudsman service is impartial and free for microbusinesses to

use. Possible resolutions from the Ombudsman range from a simple apology, to compensation if justified. Contact details for the Ombudsman:

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

www.ombudsman-services.org/energy

9. At Direct Power the aim to resolve all concerns before they escalate and are committed to continuous improvement.