

# Terms of Use

If you no longer want us to process your data, please contact EGB Management & Consultancy Ltd at [info@communityenergypricing.co.uk](mailto:info@communityenergypricing.co.uk).

We reserve the right to modify the privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If you would like to access, correct, amend or delete any personal information we have about you, you are invited to contact us at [info@communityenergypricing.co.uk](mailto:info@communityenergypricing.co.uk).

## Complaints Handling Process

1, We always aim to resolve your complaint as soon as possible and provide a commitment to extend courtesy throughout the process. We will respectfully acknowledge your complaint in writing no later than 3 working days after receipt.

2, We will keep you regularly informed of our progress and the measures being taken to resolve your complaint. If for whatever reason we were unable to resolve the complaint within 3 weeks from the date we received your complaint, we will provide a written response to you explaining why this was not possible in addition to explaining when we will make further contact. You are welcome to contact us at any time to check the status of our investigation by a telephone call or through correspondence in writing.

Direct contact number: 0798 567 2559

Email: [info@communityenergypricing.co.uk](mailto:info@communityenergypricing.co.uk)

Location: Bartle House, Oxford Court, Manchester, M2 3WQ

3, If you are not satisfied by our initial response, you can request us to review your complaint again and advise us of any further information you believe may be relevant. We will then review your complaint once again and provide you with our final response. This will be issued within 2 weeks of the date we received your review request. Our resolutions may include for example a formal apology in writing or in person. We seek to make continuous improvements in all aspects of our service offering.

4, If, after 8 weeks, your complaint remains unresolved or you are not satisfied with our final response, we will write to you explaining why we have been unable to conclude your complaint and the options available to you. If you are a micro-business customer and you have received a deadlock letter from us, you also have the right to refer your complaint to the Energy Ombudsman. The Energy Ombudsman is approved by Ofgem – the UK gas and electricity regulator – to independently handle energy disputes between consumers and

energy suppliers. Please note: this is a free and impartial service. There is more information available on their website: [www.ombudsman-services.org](http://www.ombudsman-services.org).

Telephone: 0330 440 1624

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

Location: 3300 Daresbury Park, Daresbury, Warrington, WA4 9DF

### **Independent Advice**

The Citizens Advice consumer service also provides free, independent and impartial advice to gas and electricity customers. You can contact them on 03454 040 506 or visit their website: [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy).