



Complaint Handling Procedure

We strive to provide excellent service to all of our customers at all times, but should you ever have any issues with how Energy Edge has handled something, please use the following procedure to submit any complaints.

Complaint Process

- Send an email to notices@energyedge.com
- Energy Edge will respectfully respond within 24 hours
- Complaint will be logged in our complaint file
- Energy Edge Senior Manager is responsible for issue resolution
- If the issue is not resolved to the customer's satisfaction, the complaint will be escalated to one of the Energy Edge Principals

Clients in the UK

If you are unable to resolve your complaint directly with Energy Edge or if it has been unresolved for more than eight weeks, please contact Ombudsman Services, a free and impartial service.

- Address: Ombudsman Services, P.O. Box 966, Warrington, WA4 9DF
- Phone: 0330 440 1624
- Email: enquiry@ombudsman-services.org