

Pulse Business Energy Limited (trading under the brand name ARO) Complaints Procedure

Pulse Business Energy Limited (trading under the brand name ARO) is committed to providing our customers with an exceptional level of service. However, we do accept that from time to time things can go wrong, and if you feel this is the case then we would like you to tell us as soon as possible so that we can resolve the problem to your satisfaction.

Please find below our complaints process which details who you should contact if you have a complaint about our services.

Customers making a complaint will be treated with courtesy and respect.

If you would like to make a complaint then please contact Customer Services on 0333 7000 250, ask to speak to one of our team managers and often they can resolve the problem forthwith. Please call between 9:00 and 17:30 Monday to Friday in order to lodge a complaint.

Alternatively, if you would like to raise your complaint in writing then please do so, addressed to:

Complaints
ARO
39 Bear Lane, London
SE1 0UH or email
complaints@aro.tech.

Information Required

We will need a number of pieces of information in order to progress your complaint:

- Company Name
- Nature of the complaint
- Contact details
- Staff member/s names if known

We will endeavour to resolve the complaint when you initially contact us, however, certain types of complaints may take longer to resolve in which case we will confirm receipt of your complaint within 24 working hours and endeavour to resolve any points raised in the complaint within 10 working days. We would recommend that you provide as much information as possible as to the nature of the complaint in order to enable us to resolve it as readily as possible.

We will update you on the progress of your complaint at least every **5 working days** by email or phone.

Communication can be made by email, phone, or the address pertaining to your company.

You will receive an answer to your complaint within the 10-working day period.

If the complaint is resolved to your satisfaction, we will log your complaint as closed and keep a record of it should you wish to revisit it in the future.

If the complaint is not resolved, please advise us and we will pass the matter on to the Management Team for their review. You will then receive a further communication regarding your complaint within a 5 working day period.

If the complaint is resolved to your satisfaction, we will log your complaint as closed and keep a record of it should you wish to revisit it in the future. If the complaint is not resolved, please advise us and we will pass the matter on to the Managing Director. You will receive an answer from the Managing Director within 5 working days. If you are not happy with the response you receive from the Managing Director and you are a *Micro Business Customer (MBC), the letter from the Managing Director will act as your Deadlock letter.

The customer can complain to the Ombudsman Services if the complaint has remained unresolved after 8 weeks, or if a deadlock has been reached.

Energy Ombudsman contact details:

Energy Ombudsman (formally Ombudsman Services)

Phone: 0330 440 1624 (Monday to Friday, 8am to 8pm and Saturday, 9am to 1pm)

Email: enquiry@energyombudsman.org

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

Contacting Energy Ombudsman is an impartial and free service for you to use.

A copy of our Complaints Handling Procedure is available on our website or on request can be sent by post for free.

*Micro Business Customer definition by Ofgem:

A non-domestic consumer is defined as a microbusiness if either of the following apply: employ fewer than 10 employees (or their full time equivalent) and has an annual turnover or balance sheet no greater than €2 million; uses no more than 100,000 kWh of electricity per year; uses no more than 293,000 kWh of gas per year.