

## Complaints Process

We will deal with your complaint in a fair and constructive manner as part of our professional Complaint handling process.

Complaints should be sent to or emailed to:

BUSINESS ENERGY SOLUTIONS LTD

3rd Floor,

86-90 Paul Street,

London,

England,

United Kingdom,

EC2A 4NE

[info@businessenergysolutionsltd.com](mailto:info@businessenergysolutionsltd.com)

Fusion Power Solutions will acknowledge receipt and provide the contact details of the person responsible for resolving your complaint. We will aim to resolve your complaint within 30 days.

We will record your complaint and all communication associated with it, we will also track the time your complaint has been opened.

We may seek to resolve your complaint by making apology to you, making a gesture of goodwill or by giving compensation.

If you are still not satisfied with the response you receive, you can contact [info@businessenergysolutionsltd.com](mailto:info@businessenergysolutionsltd.com) or call 07777493344 or write to us at:

BUSINESS ENERGY SOLUTIONS LTD

3rd Floor,

86-90 Paul Street,

London,

England,

United Kingdom,

EC2A 4NE

If after 8 weeks you are still not satisfied with the outcome of your complaint, you can raise your complaint to Ombudsman Services. This is a free service, and you will not be charged for using this service. Ombudsman Services are completely impartial.

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

Phone: 0330 440 1624