

## Complaints Procedure

### Our Promise

We take every complaint seriously. At **Green Platypus Holdings**, we pride ourselves on providing excellent customer support and always aim to resolve issues quickly and completely.

When you raise a concern, we will:

- Take ownership of your issue from start to finish.
- Work on your behalf, including managing any correspondence with third-party suppliers.
- Keep you fully informed throughout the process.
- Ensure that the matter is concluded to your satisfaction.
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### Step 1: Raise Your Issue

You can raise your complaint by **email** or **telephone**.

- We will acknowledge receipt of your complaint within **24 hours**.
- Our goal is to resolve all issues within **5 working days**.
- You will receive updates throughout the resolution process so you know exactly what is happening and when to expect a response.

### Step 2: Complex Queries

If we are unable to resolve your issue within 5 working days, or if the matter is considered complex, your complaint will be **personally managed by our Head of Customer Experience**.

In such cases:

- We will inform you that your complaint has been escalated.
- We will explain why the issue requires additional investigation and whether we need any further information from you.
- You will continue to receive regular updates until the matter is fully resolved.

### Step 3: Ombudsman

If the complaint reaches deadlock or is more than 8 weeks old, you have the right to raise the issue to the Energy Ombudsman. In either case we will write to you explaining your rights and with all relevant contact details.

### What You Can Expect from Us

When you contact us, you can always expect:

- Our **Customer Experience Team** to be **helpful, polite, and professional** at all times.
- A clear explanation of **how we will handle your query**.
- Your issue to be **recorded and tracked** through to resolution.
- To be **kept informed** about the progress of your complaint.

### Contact Us

If you wish to raise a complaint, please contact us:

- By email: [info@greenplatypus.co.uk](mailto:info@greenplatypus.co.uk)
- By phone: 0191 341 0134