

UK Compliments & Complaints Procedure



At **World Kinect Energy Services**, we love to hear feedback – whether good or bad. We believe in sharing recognition for excellent service and any positive feedback will be passed on to the relevant team or individuals involved. We also believe that if a customer wishes to file a complaint or express dissatisfaction, it should be easy for them to do so. It is World Kinect's policy to receive complaints and consider them an opportunity to learn, adapt, improve and provide better services. It's what helps us grow as a business. Any complaints will be treated with courtesy and respect.

1 Get in touch

Raise the complaint via our dedicated inbox at customerfeedback@world-kinect.com with details of the issue and the individuals involved and we will ensure that your complaint is passed to the right person and acknowledged within **three business days**. We are committed to resolving the issue to your satisfaction and will aim to do so in the following **15 business days**. If we are unable to meet this timescale we will contact you and advise you of a new date for resolution, providing a reason why this change is required. We will keep your complaint open for **28 business days** following our resolution, after which we will formally close the complaint.

2 Escalate Your Complaint

If you're still unhappy with the way in which we have resolved your complaint in step one, you may ask that your complaint is reviewed by Senior Management. You must do this within **28 calendar days** of receiving our initial response and state the grounds of your appeal in writing by addressing your complaint to:

World Kinect Energy Services
2nd Floor, Brindley House, Lowfields Business Park, Premier Way, Elland HX5 9HF .

You will receive an acknowledgement from the Senior Manager appointed by the Director, within **three business days** of receipt. The Senior Manager will then reply to your complaint within **28 business days**. At this stage, if we're unable to reach a solution you are happy with, we may send you a letter advising of our final position, known as deadlock. You can then either accept this or choose to pursue the matter further through other avenues. We will keep your complaint open for **28 calendar days** following our final position after which we will formally close your complaint.

3 Independent Arbitration

If you are a microbusiness and unhappy with the decision in Step Two, World Kinect is a member of the ADR Ombudsman Scheme and we would signpost you to their services. The Ombudsman is a free, independent & impartial organization that works together with suppliers, TPI's and consumers to reach a satisfactory resolution to their complaints. If you're not happy with the way we are dealing with your complaint, the Ombudsman may be able to help with your issue and make an impartial decision on the action required. You can contact the Ombudsman when:

- We send you a letter confirming our final position. You must contact them within six months of receiving this letter if you're still unhappy with the way we have dealt with your complaint
- We have not sent you a final position letter, but it has been at least eight weeks since your initial complaint has passed.

To qualify for the Ombudsman's advice, you must qualify as a microbusiness meaning your business satisfies one of the following requirements:

- An annual gas consumption of no more than 293,000kwh,
- Or a comparable electricity consumption of no more than 100,000kwh
- Fewer than 10 employees (or their full-time equivalent) and, an annual turnover or annual balance sheet no greater than €2 million

Contact

Energy Ombudsman, PO Box 966, Warrington WA4 9DF



0330 440 1624



enquiry@ombudsman-services.org

Alternatively, you may wish to use the Citizens Advice consumer service. The Citizens Advice consumer service provides free and independent help and advice to small businesses with contract issues to making a complaint, or advice if you're struggling to afford your bills.

Contact the Citizens Advice consumer service on **03454 04 05 06** or visit **www.adviceguide.org.uk**.