

Complaints Policy

At Volter we are committed to delivering the highest standards of service. However, we understand that sometimes things can go wrong. If you are unhappy with any aspect of our service and we haven't been able to resolve it, you can raise a complaint by following the steps below.

Our commitment to you

We will:

- Track and monitor all complaints received.
- Handle every complaint in a structured, timely and fair manner.
- Keep you updated throughout the process.
- Use our complaints as an opportunity to continuously improve our services.

Step 1 – Let us know

If you're dissatisfied with the service you've received, please contact our customer service team in the first instance. We'll work with you to resolve the issue as quickly as possible.

Please provide as much relevant information as you can to help us to investigate your complaint effectively.

You can contact us by:

Emailing us at enquiries@getvolter.com

Calling us on +443333395054

Writing to us at 70 White Lion Street, London, England, N1 9PP

Step 2 – Escalate to our complaints team

If your complaint is not resolved to your satisfaction, or you are unhappy with the outcome, you can escalate the matter to our dedicated complaints team.

You can do this by asking us to escalate it, or you can email us at enquiries@getvolter.com

- We will acknowledge receipt of your complaint within 2 working days.
- We will aim to provide a full resolution within 10 working days.
- If we need longer, we will let you know the reason and keep you updated on progress.
- Resolution will be provided to you in writing, along with the reasons behind the decision.

Step 3 – Final review

If you are still not satisfied with the outcome of the complaint, or it is taking too long you can escalate the matter for a final internal review by contacting our Director at enquiries@getvolter.com

We will:

- Review your case in full and provide an update within 5 working days.
- If more time is needed, we will keep you informed of the revised timeline.

Step 4 – Microbusiness Only

If you are a Microbusiness and you are still unhappy with the resolution provided, have received a deadlock letter, or more than 8 weeks has passed, you can escalate this matter to the Ombudsman, free of charge.

You can contact the Energy Ombudsman in the following ways:

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

Phone: 0330 440 1624
Email: enquiry@energyombudsman.org

Website: www.energyombudsman.org