**Top Resource Solutions LTD Complaint Handling Procedure  
   
Making a Complaint**

At Top Resource Solutions LTD we seek to provide excellent service but we understand that sometimes things can go wrong. We’ll work hard to resolve any issues as quickly as possible with the following approach to Complaints Handling.

We will try to resolve any complaints as soon as possible

We will always provide you with an explanation and an apology wherever we have caused the problem

You will speak to the same Customer Service Advisor throughout the complaints process

**Resolving a Complaint**

The Customer Service Advisor will provide you with a resolution to your complaint. You will be able to accept or reject the resolution depending on whether you feel the resolution is fair.

If you accept the resolution your complaint is resolved

If you reject the resolution the complaint will be considered an Escalated Complaint

**Escalated Complaint**

Your complaint will be passed to a member of the Specialist Complaints department who will impartially reassess your complaint and the resolution you have been offered. The person reviewing your complaint will then decide whether they feel this has been dealt with fairly. If they do not feel this has been dealt with correctly, they will propose a new resolution to the Customer Service Advisor dealing with your complaint. The Customer Service Advisor will advise you whether the outcome has been defended or upheld. You will need to decide whether you accept the resolution or decline.

Phone: 07429866790

Email: [bd@topresourcesolutions.co.uk](mailto:bd@topresourcesolutions.co.uk)

Online: [www.topresourcesolutions.co.uk](http://www.topresourcesolutions.co.uk)

If you accept the decision your complaint will be resolved

If you reject the decision your complaint will go to the next stage  
Energy Ombudsman can be used if a complaint has not been resolved after 8 weeks or if deadlock has been reached

Energy Ombudsman is impartial and free to use

Energy Ombudsman can be contacted in the following way:

• Name: Energy Ombudsman

• Website: www.energyombudsman.org

• Email: enquiry@energyombudsman.org

• Phone: 0330 440 1624

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