

Complaints Management Policy

At **ClearPayment**, we are committed to providing a high standard of service to all customers. We welcome all feedback, as it helps us improve our services and customer experience. If you are unhappy with any aspect of our service, we encourage you to raise your concerns so they can be reviewed and resolved fairly, promptly, and professionally.

This document explains how to submit a complaint, what to expect during the review process, and how to escalate a complaint if it is not resolved to your satisfaction.

1. Submitting a Complaint

You can contact us using the following methods:

- Email: contact@clearpayment.contact
- Post: 6 Twisden Road, East Malling, West Malling, England, ME19 6SA
- Website: www.clearpayment.contact

This complaints procedure is available on our website and can be provided free of charge by email upon request.

2. Information to Include

To assist us in handling your complaint efficiently, please provide:

- Your full name, address, and preferred contact method
- A clear description of your complaint, including relevant dates and services involved
- Supporting evidence such as invoices, emails, or photographs (where applicable)
- Details of your desired resolution

3. Complaint Handling Process

Stage 1: Acknowledgement

We will confirm receipt of your complaint in writing within two (2) working days.

Stage 2: Investigation

Your complaint will be assigned to a dedicated handler who will carry out an impartial review of all relevant information and records.

Stage 3: Response and Resolution

We aim to issue a full written response within ten (10) working days of acknowledgement. If more time is required, we will keep you informed of progress and expected timescales.

If your complaint is upheld, appropriate action may include:

- A formal apology
- A goodwill gesture
- Compensation where appropriate

- Corrective actions to prevent recurrence

4. Record Keeping

We maintain confidential records of all complaints, including:

- Date received
- Customer details
- Summary of the complaint
- Correspondence and actions taken
- Outcome and follow-up measures

These records are used to monitor service quality and support continuous improvement.

5. Our Commitment

- All complaints are handled with respect and professionalism
- Complaints are reviewed fairly and without bias
- We aim to resolve concerns as quickly as possible
- Complaints can be raised and progressed by email or post
- Feedback is used to improve our services

6. Escalating to the Energy Ombudsman

If you are not satisfied with our final response, or if your complaint has not been resolved within eight (8) weeks, you may escalate the matter to the Energy Ombudsman. This is a free and independent dispute resolution service.

Energy Ombudsman Contact Details:

- Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF
- Phone: 0330 440 1624
- Email: enquiry@energyombudsman.org
- Website: www.energyombudsman.org

We will inform you in writing when your complaint becomes eligible for Ombudsman referral and explain the next steps.

7. Review and Continuous Improvement

We regularly review this complaints procedure to ensure it remains effective, transparent, and aligned with industry best practice. Feedback received through complaints helps us improve training, processes, and customer outcomes.

For further information or to request this policy in an alternative format, please contact us using the details above.