

The Strand – Complaints Procedure

Effective from: October 2025

Reviewed: October 2025

Next Review Due: October 2026

1. Our Commitment to You

SF Ground Rents No 15 Limited are committed to providing a safe, reliable, electricity supply and providing the associated customer service. If you are unhappy with any part of our service, please let us know — we want to put things right quickly and learn from your feedback.

This procedure explains:

- How to raise a complaint
 - What happens next
 - When and how you can escalate your complaint
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2. What Counts as a Complaint

A complaint is *any expression of dissatisfaction* — whether spoken or written — about our supply, billing, metering, charges, customer service, outages, or how we have handled an issue.

You can make a complaint yourself or through a representative (e.g. family member, advocate, or support worker).

3. How to Make a Complaint

You can contact us through our appointed agent Ginger Energy, in any of the following ways:

 **Telephone:** 0345 307 3433

 **Email:** Complaints@gingerenergy.co.uk

 **Online:** <https://gingerenergy.co.uk/>

 **Post:** **SF Ground Rents No 15 Limited** C/o Ginger Energy Unit 4, 12 George Road, Edgbaston, B15 1NP

 **In person (by appointment only):** Unit 4, 12 George Road, Edgbaston, B15 1NP

If you need help making your complaint — for example, if you have accessibility or language needs — please tell us. We can provide information in large print, or through an interpreter.

4. What Happens When You Complain

Step 1: Acknowledgement

We will acknowledge your complaint **within 3 working days** and provide you with a reference number and contact person.

Step 2: Investigation

A trained member of our customer service team will investigate your complaint fairly and thoroughly. We may contact you to clarify details or ask for supporting information (for example, a meter reading or photo).

Step 3: Our Response

We will aim to send you a **full written response within 4 weeks** of receiving your complaint.

Our response will include:

- What we found and how we investigated
- Our decision and any steps we will take to put things right

- Any offer of goodwill, refund, or compensation (if applicable)
- Information about your right to escalate

If we cannot resolve fully within **4 weeks**, we will explain why and let you know when you can expect a final answer.

5. If You're Dissatisfied with the Outcome

As a reseller, we are not a licensed energy supplier and are not covered by the Energy Ombudsman. We are also not currently registered with an Alternative Dispute Resolution (ADR) provider.

If we are unable to resolve your complaint through our internal complaints process, you may seek independent advice or pursue the matter through legal channels, including the civil courts. You may also contact Citizens Advice, who can provide guidance and refer matters to Trading Standards where appropriate.

6. Vulnerable Customers

If you are in a vulnerable situation (for example, due to age, health, disability, or financial hardship), please let us know. We will handle your complaint sensitively and can offer additional support, such as:

- Priority handling
 - Home visits (if appropriate)
 - A nominated representative to liaise with us on your behalf
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7. Learning and Continuous Improvement

We record every complaint and regularly review them to identify patterns and areas for improvement. We also publish summary complaint data each year as part of our commitment to transparency and accountability.

8. Our Internal Escalation Pathway

If your complaint cannot be resolved by our frontline team, it will be reviewed in the following order:

1. **Head of Customer Service** →
2. **Head of Billing Services** →
3. **Contact Centre Director**


At each stage, we will confirm who is handling your case and when you can expect an update.

9. Contact Us Anytime

If you have any questions about this process, contact our **Customer Relations Team**:

 Billingteam@gingerenergy.co.uk


 0345 307 3433 (Option 2)


 Office hours: Monday to Friday 9am- 5pm

10. Independent Advice

You can also contact **Citizens Advice**, at any time regarding matters with your supply

 Website: www.citizensadvice.org.uk

 0808 223 1133

 Opening hours vary according to location