

## What to do if you are unhappy with the service we provide:

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At NextEnergy Capital Limited we aim to provide exceptional customer service to all our potential customers and customers both past and present, however, we realise that we might not get it right on every occasion. If we do not achieve these standards or fall short of the standards you expect of us, we'll do our very best to put things right as quickly and to your satisfaction.

This leaflet sets out the steps in the process we follow to achieve that and lets you know what you can expect from us at each stage.

### Step 1: Tell us what has gone wrong

This can be done in a number of ways:

- By phone: 0203 746 0700
- Via e-mail: [compliance@nextenergycapital.com](mailto:compliance@nextenergycapital.com)
- In writing: Complaints Department, NextEnergy Capital Limited, 7-10 Chandos Street, London W1G 9DQ

To assist us in processing your complaint, please provide the following:

- A description of your concern, including the service the complaint relates to
- What you would like us to do to put things right
- Your name and address
- A phone number and the best time to contact you
- Any other relevant information

### Step 2: Review

- Details of your complaint will be logged, and an acknowledgement letter will be provided. We will review your complaint aiming to resolve this as quickly and fairly as possible. Where we are unable to resolve this at first point, the complaint will be escalated to the management team.
- During the process, we may contact you to ask for more information, or any evidence you may have that you wish us to consider. We will also aim to keep you updated as to the progress of your complaint. In any case, we aim to have a full response within eight weeks of your first contact. If we are able to finalise our investigation into your complaint within 5 business days the acknowledgement would be included as part of our final response to you

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### Step 3: Final Response and Further Action

- If you remain dissatisfied with our response or we have been unable to respond within eight weeks you can refer your complaint to the Financial Ombudsman Service ('FOS'), who will review the complaint to first check you are an 'eligible complainant' and secondly check whether the complaint is one which they can review. Your complaint should be submitted to the FOS within six months after the date of our final response or redress determination.
- You can contact the FOS by:
  - Writing to: The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR
  - Online: Visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) to download a form and read the "your complaint and the ombudsman" leaflet
  - Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
  - Phone: 0300 123 9123 or 0800 023 4567
- Where you are not an eligible complainant you are reminded that you may be able to take civil action in regard to your complaint.

**Please contact the Compliance Officer of your company if you have any questions or would like further information.**