

Maia Energy Ltd Customer Complaints Charter

Commitment to Customer Feedback At Maia Energy Ltd, we highly value your feedback and are committed to ensuring the efficient management of your account(s). To uphold this commitment, we have implemented a robust complaints procedure. This structured approach not only helps us address complaints consistently but also allows us to monitor our performance and improve customer satisfaction upon resolving issues.

What to Expect When You File a Complaint When you reach out with a complaint, we promise a response that is prompt, courteous, and fair. While we strive to maintain high service standards, errors can occur. Should you experience any issues, you are entitled to expect one or more of the following responses:

- An apology
- An explanation
- Details of corrective actions taken
- Compensation, if deemed appropriate

How to Submit a Complaint You can submit your complaint through the following channels:

- **In Writing:** Provide your contact details if you prefer a response via telephone. Send to: Complaints Department, Customer Services, Maia Energy Ltd, 21 Masonic Hall Road, Chertsey, Surrey, KT16 9DH
- **By Telephone:** 07903 401508
- **By Email:** admin@maiaenergy.co.uk (Include 'Complaint' in the subject line)

What Happens Next? We will issue a comprehensive reply to your complaint within 10 working days, detailing the actions taken and any pending steps along with their timelines. We aim to keep you thoroughly informed throughout the resolution process. Please note, complaints involving third parties may require additional communication with those entities.

If You Are Unhappy with Our Response Should our initial response not meet your expectations, you can request an internal review by emailing admin@maiaenergy.co.uk. Please include your customer reference and specify your concerns.

Seeking Independent Advice If the issue remains unresolved, the Citizens Advice Bureau is available to offer free, impartial advice. They can assist with a range of issues from contractual disputes to financial difficulties:

- **Website:** Visit the Citizens Advice Bureau's 'Know Your Rights' section at <https://www.citizensadvice.org.uk>
- **Telephone:** 03454 04 05 06

Escalation to the Energy Ombudsman If your complaint is still unresolved after our final position or after 8 weeks, you may escalate the issue to the Energy Ombudsman. They provide a free, impartial service to help resolve disputes:

- **Post:** PO Box 966, Warrington WA4 9DF
- **Telephone:** 0330 440 1624
- **Fax:** 0330 440 1625
- **Email:** enquiry@energyombudsman.org
- **Website:** <https://www.energyombudsman.org>

Monitoring and Improvement We continuously monitor complaints to enhance our training and service quality, aiming to consistently meet and exceed our company standards and improve our services across the board.

This charter underscores our dedication to resolving customer concerns efficiently and effectively. We are here to assist and ensure your satisfaction.