

Energybid Complaints Procedure

This procedure was last updated on 17th September 2025

Our Commitment to You

Energybid is a game changing auction service for business customers in the UK energy market.

Mission: To obsessively create transparency in UK energy costs, placing control back in the hands of SMEs and enabling them to overcome cost-of-living and energy crisis challenges.

Vision: To shine the light on a failing energy broker market and be the go-to digital platform for genuine value, cost savings, and customer-centric transparency, powered by dynamic auction technology.

We are committed to providing a high-quality, transparent service. However, we understand that sometimes things can go wrong. If you are not satisfied with any aspect of our service, we want to hear from you so we can put things right.

This document outlines our formal Complaint Handling Procedure, which is designed to be simple, clear, and fair. We will treat every complaint with courtesy and respect, and your feedback will be used to continuously improve our service for everyone.

How to Make a Complaint

You can make a complaint through any of the following channels:

- **Email:** info@energybiduk.com
- **Post:** 61, Anglesea Road, Ipswich, Suffolk IP1 3PJ

Please include your name, contact details, and a clear description of your complaint. This will help us to investigate and resolve your issue as quickly as possible.

Our Complaint Handling Process

Our process has two simple stages:

Stage 1: Acknowledgment & Investigation

- We will acknowledge receipt of your complaint in writing (usually by email) within **2 working days**.
- Your complaint will be assigned to a dedicated case handler who will conduct a thorough investigation into the issues you've raised.
- We aim to provide you with a full and final response to your complaint within **10 working days**.

Stage 2: Final Response ("Deadlock Letter")

Our final response will clearly explain our findings and what we propose to do to resolve the matter. This may include an apology, an explanation, a goodwill gesture, or financial compensation where appropriate.

If we are unable to resolve your complaint within **8 weeks**, or if you are not satisfied with our final response, you have the right to escalate your complaint to the Energy Ombudsman.

Escalation to the Energy Ombudsman

The Energy Ombudsman is a free and impartial service that resolves disputes between consumers and energy companies. If we have reached a “deadlock” (meaning we cannot agree on a resolution) or if 8 weeks have passed since you first made your complaint, you can ask the Ombudsman to conduct an independent investigation.

Their decision is binding on us, but not on you.

Energy Ombudsman Contact Details

- **Post:** Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF
- **Phone:** [0330 440 1624](tel:03304401624)
- **Email:** enquiry@energyombudsman.org

You can find more information on their website: www.energyombudsman.org