



Vast Global Limited
UNITED ENERGY SERVICES

Complaints Procedure – VAST GLOBAL LIMITED

Here at Vast Global Ltd, we pride ourselves in delivering an honest, and professional service to all of our customers.

Should something go wrong, or you are unhappy about the service you have received, please do get in touch with us at your earliest opportunity so we can look into resolving the matter for you as soon as possible. You can contact us at **info@thevastglobal.com**

Our friendly Quality Assurance team will log your concerns and assign you a Case Reference within 2 working days. We will contact you within 10 working days, to update you on our investigation.

We may choose to outsource the handling of a complaint to a specialist third party on our behalf, should we do so all communications from you must be with our representative.

If you remain dissatisfied with the resolution, you can escalate your concerns to our complaints manager, by emailing **info@thevastglobal.com** 'FAO Complaints Manager'.

If after 8 weeks or if deadlock is reached, then you contact Ombudsman Services – they offer a free impartial service.

Contact details:

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

VAST GLOBAL LIMITED T/A UNITED ENERGY SERVICES

LESTER HOUSE BUSINESS CENTRE, 21 BROAD STREET, BURY, BL9 0DA
COMPANY REGISTERED NUMBER (GB14775354)