

Moixa Technology Complaints Policy (2021)

How to Complain

We're sorry to hear if you're unhappy and we'd like to help resolve any issues as soon as possible. If you would like to raise a complaint you can do this directly by calling Moixa Support on 02077 341 511 (option 2) or emailing us at support@moixa.com.

Office opening hours are Monday to Friday, 9:00 to 18:00,(excluding Bank holidays). Complaints can be received directly via email, telephone or post across all areas of the business.

Moixa Complaint Process

At Moixa we take complaints seriously and we will always try to resolve any issues relating to our service or hardware to your satisfaction. The Moixa complaints timeline is outlined in the table below to help guide you through the process.

Timeline	What happens
Acknowledgement : Within 24 hours	We will always try to acknowledge your complaint as soon as we receive it and provide you with a formal acknowledgement.
Summary Response Communication: 5 working days	We aim to resolve all complaints within 5 working days providing a verbal resolution. If you are happy with the outcome and accept the closure of the complaint we will provide a Summary Response Communication.
Final Response Communication: 20 working days	If we are unable to resolve the complaint within 5 working days, we will then escalate the complaint to a senior member of the team and, within a timeframe of a further 20 working days, write to you with our response in a Final Response Communication. If it is not possible to get back to you within this timeframe, we will write to you to update you on progress within the 20-working day period.
Unhappy with the response? Next steps in escalating	If you think our response is unsatisfactory or do not agree with our decision, our Customer Support Manager will review the decision and we will write back to you within 20 working days of you letting us know that you are unhappy with the outcome.
Taking it further...	In the event that you are still not satisfied with the reviewed decision, you can refer your complaint to an independent body or free advice services to review.

Independent Advice

You can refer your complaint to HIES who will investigate your complaint in full and free of charge through their Alternative Disputes Resolution process (ADR). You can contact HIES through a number of ways

Online <https://www.hiesscheme.org.uk/what-we-do/alternative-dispute-resolution/>

Post: Centurion House, Leyland Business Park,

Centurion Way, Farington, Leyland, PR25 3GR

Telephone: 0344 324 5242

The Citizens Advice consumer service gives free, confidential and impartial advice. You can get in touch with them for advice at any time during the complaints process:

03454 04 05 061

www.citizensadvice.org.uk/energy

Consumer energy query form

Know your rights

It's easy to get free independent advice so that you "Know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

The document produced by the Citizens Advice service provides more information about where energy consumers can get free independent information and advice about their energy supply as well as ways to reduce their energy bills. [Know your rights \(PDF 81.2KB\)](#)

Taking it Further - Ombudsman Services

If you are still not satisfied with our decision and we are in a deadlock you can refer your complaint to the Ombudsman service to review but you must do so within six months of the date of the final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The Ombudsman is a free and independent service who will review your complaint in full and investigate the actions taken by Moixa to gain a resolution. If the Ombudsman does not agree with Moixa's outcome then they will instruct us on the next steps to make things right. The Ombudsman outcome is final with Moixa but you can choose to accept or decline.

We will cooperate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman. The firm undertakes to pay promptly any fees levied by the Ombudsman



Contact:

The Energy Ombudsman Service,
Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

Website: <https://www.ombudsman-services.org/>

Complaint Forwarding & 3rd Party Complaints

On occasions when we receive a complaint and following our initial investigations we believe the root cause of the issue needs to be addressed by a different company e.g your energy provider, we will formally forward the complaint in full or in part on your behalf.

If a complaint case is raised indirectly through a 3rd party such as an energy company or finance company, in these instances the complaints will follow our usual procedure and we will keep the related parties involved and informed every step of the way.

Complaint Eligibility

We are happy to resolve all types of issues however, eligible complainants, customers that have purchased goods and services using a lender's finance, are legally defined and have additional rights in law that we must acknowledge and adhere to.

The Financial Conduct Authority complaints rules apply to complaints:

- A complaint made by, or on behalf of an eligible complainant.
- Relating to regulated activity.
- Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.

Credit Broking Complaints

If you are unhappy with our role in introducing you to a lender to obtain finance, please contact Moixa directly by calling 02077 341 511 emailing support@moixa.com.

Credit broking complaints process

Timeline	What happens
Acknowledgement: Within 24 hours	We will always try to acknowledge your complaint as soon as we receive it and provide you with a formal acknowledgement.
Final response Communication: Within 8 weeks	We will provide a final response to you, either: <ul style="list-style-type: none">• accepting the complaint and offering redress or remedial action;• offering redress or remedial action without accepting the complaint; or• rejecting your complaint.
Taking it further	If we are not able to provide a final written response within 8 weeks, we will write to you and explain when we expect to be able to do so and inform you that you may now refer your complaint to the Financial Ombudsman Service if you wish.

Moixa Technology Limited is authorised and regulated by the Financial Conduct Authority. It acts as a credit broker and not a lender. Allium Money Limited acts as the lender.

The Financial Ombudsman Service
Exchange Tower, London E14 9SR
Tel: 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk
Website: <https://www.financial-ombudsman.org.uk/>