

TETHERA ENERGY

# Complaints Handling Procedure

RBE Technologies Limited trading as Tethera Energy

Company Number: 16918885

Version 1.0 • April 2026

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## Complaints Contact Details

<b>Email</b>	complaints@tetheraenergy.com
<b>Phone</b>	07729 768499
<b>Post</b>	RBE Technologies Limited, 71–75 Shelton Street, Covent Garden, London WC2H 9JQ
<b>Website</b>	tetheraenergy.com

*This document sets out Tethera Energy's complaints handling procedure, prepared in compliance with Ofgem's requirements for Third Party Intermediaries (TPIs) operating in the non-domestic energy market and the standards of our Alternative Dispute Resolution (ADR) scheme.*

## SECTION 1

# Introduction and Scope

Tethera Energy is a trading name of RBE Technologies Limited, a UK-based business energy infrastructure platform providing contract comparison, renewal management, and switching services to small and medium-sized enterprises (SMEs).

We are committed to providing a professional, transparent, and fair service to all customers. If something goes wrong, we want to hear about it. This procedure sets out how we handle complaints from customers and channel partners, the standards you can expect, and the escalation rights available to you if you remain dissatisfied.

This procedure applies to:

- All microbusiness and small business customers of Tethera Energy
- Channel partners (accountancy firms, commercial property managers, insurance brokers, financial advisers) and their referred clients
- Any party affected by our intermediary services in connection with an energy supply contract

*This document has been prepared in compliance with Ofgem's requirements for Third Party Intermediaries (TPIs) operating in the non-domestic energy market, and in accordance with the standards of our Alternative Dispute Resolution (ADR) scheme registration.*

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**SECTION 2**

# How to Make a Complaint

You can contact us using any of the following methods. We do not require you to use a specific channel.

Method	Details
Email	complaints@tetheraenergy.com
Phone	07729 768499
Post	RBE Technologies Limited, 71–75 Shelton Street, Covent Garden, London WC2H 9JQ

## What to include in your complaint

To help us investigate your complaint as quickly as possible, please provide as much of the following as you can:

- Your business name and registered address
- Your contact name, phone number, and email address
- A clear description of the nature of your complaint
- Relevant account, contract, or reference numbers
- The dates on which the issue occurred or came to your attention
- Copies of any supporting documents, correspondence, or bills where applicable

*You do not need to provide all of the above to make a complaint. We will contact you if we need further information.*

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## SECTION 3

# Our Complaint Handling Process

All complaints are handled in accordance with the following four-stage process. We aim to resolve the majority of complaints before reaching Stage 3.

Stage	What we do	Timeline
<b>Stage 1 - Acknowledgement</b>	We acknowledge your complaint in writing, provide a unique complaint reference number, and assign a named point of contact.	<b>2 working days</b>
<b>Stage 2 - Investigation</b>	A director or senior manager not directly involved in the original matter investigates your complaint, reviewing all relevant records, supplier correspondence, and documentation.	<b>Ongoing</b>
<b>Stage 3 - Formal Response</b>	We provide a formal written outcome. Where the complaint is upheld, we set out the steps we will take to resolve it.	<b>20 working days</b>
<b>Stage 4 - Escalation</b>	If you remain dissatisfied after Stage 3, you may escalate to a director. If unresolved after 8 weeks, or upon issue of our final response, you may refer to our ADR scheme.	<b>As required</b>

## Stage 1 - Acknowledgement

Within 2 working days of receiving your complaint, we will:

- Acknowledge receipt in writing by email or letter
- Provide you with a unique complaint reference number
- Confirm the name of the person handling your complaint
- Outline the next steps and expected timescales

## Stage 2 - Investigation

Your complaint will be investigated thoroughly and impartially. Where possible, the investigation will be carried out by a director or senior manager who was not directly involved in the original interaction.

During the investigation we may review:

- Customer account and contract records
- Supplier correspondence and confirmation documents
- Platform audit logs and bill upload records
- Communications between Tethera and the customer
- Any supporting documentation provided by you

*We may contact you during the investigation to request additional information. If we do, we will pause the 20-working-day clock until we receive your response.*

## Stage 3 - Formal Resolution

We will provide a formal written response within 20 working days of receiving your complaint. Where this is not possible, we will notify you in writing before the deadline expires and provide a revised timescale.

Where a complaint is upheld, resolutions may include:

- A written explanation or clarification
- Correction of incorrect information or records
- Escalation to the relevant energy supplier on your behalf
- A commission rebate where appropriate
- Support with contract rectification or re-procurement
- A formal apology

#### **Stage 4 - Escalation and Final Response**

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If you remain dissatisfied with our formal response, you may request escalation for further review by a director. We will acknowledge your escalation request within 2 working days.

Our final response letter will:

- Set out our final position on your complaint
  - Confirm whether the complaint has been upheld, partially upheld, or not upheld
  - Explain any remedy offered
  - Confirm your right to refer to our ADR scheme if you remain dissatisfied
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## SECTION 4

## Complaint Severity Classifications

We classify complaints by severity to ensure appropriate prioritisation. All complaints are treated seriously regardless of classification.

Severity	Description	Target response
<b>Level 1 - Standard</b>	General service dissatisfaction, communication issues, queries about commission or contract terms, billing queries.	<b>20 working days</b>
<b>Level 2 - Elevated</b>	Potential mis-selling, incorrect rate or contract placement, failure to disclose material information, supplier dispute arising from TPI activity.	<b>10 working days</b>
<b>Level 3 - Critical</b>	Confirmed mis-selling, financial harm to the customer, regulatory breach, data protection incident.	<b>5 working days</b>

*Level 3 complaints will be escalated immediately to director level and may be reported to the relevant regulatory authority where required.*

## SECTION 5

# Alternative Dispute Resolution (ADR) and Ombudsman Rights

Tethera Energy has applied for membership of an approved Alternative Dispute Resolution (ADR) scheme for eligible microbusiness and small business consumers, in accordance with Ofgem's requirements for Third Party Intermediaries operating in the non-domestic energy market.

### **Your right to refer to ADR**

If we are unable to resolve your complaint within 8 weeks of receipt, or if we issue a final response with which you remain dissatisfied, you may be eligible to refer your complaint to our ADR scheme provider free of charge.

The ADR scheme provides an independent and impartial dispute resolution service. Their decisions may be binding on Tethera Energy.

Further information on eligibility and how to refer will be provided in our final response letter.

### **Who is eligible?**

ADR referral rights apply to microbusiness and small business consumers as defined under Ofgem's licence conditions. A microbusiness is generally defined as a business that:

- Uses no more than 100,000 kWh of electricity per year, or
- Uses no more than 293,000 kWh of gas per year, or
- Has fewer than 10 employees and an annual turnover or balance sheet total not exceeding €2 million

*If you are unsure whether you are eligible, please contact us and we will advise you.*

### **Time limits**

You must refer your complaint to the ADR scheme within 12 months of receiving our final response letter. We strongly recommend that you do not delay in making a referral if you remain dissatisfied.

## SECTION 6

## Final Response Process Summary

The table below sets out what our final response letter will contain and the options available to you.

Element	What it includes
<b>Complaint reference</b>	Your unique reference number for tracking purposes
<b>Summary of complaint</b>	A clear summary of the complaint as we understand it
<b>Investigation findings</b>	What we reviewed and what we found
<b>Our decision</b>	Whether the complaint is upheld, partially upheld, or not upheld - with reasons
<b>Remedy offered</b>	Any corrective action, rebate, or other resolution where applicable
<b>ADR rights</b>	Confirmation of your right to refer to our ADR scheme and how to do so
<b>Timeframe</b>	Issued within 20 working days, or extended by written notice

## SECTION 7

# Contact Details

For all complaints and escalation enquiries, please contact us using the details below. We aim to respond to all initial contact within 2 working days.

### Complaints Contact Details

<b>Email</b>	complaints@tetheraenergy.com
<b>Phone</b>	07729 768499
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### Legal information

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Tethera Energy is a trading name of RBE Technologies Limited, registered in England and Wales. Company Number: 16918885.

Registered office: 71–75 Shelton Street, Covent Garden, London WC2H 9JQ.

Registered with the Information Commissioner's Office (ICO) under the UK GDPR.

*Tethera Energy has applied for membership of the Energy Ombudsman's Alternative Dispute Resolution scheme for eligible microbusiness and small business consumers. Tethera Energy is applying to be a signatory to the RECCo TPI Code of Practice.*

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Last reviewed: April 2026 • Version 1.0