**Enquiries**

Fundamentally enquiries should be dealt with in exactly the same way as a standard complaint.

Companies are expected to investigate and issue a written response to the EHU within 10 working days. This response should include a copy of any letter(s) sent to the consumer to achieve a resolution.

If a response is not received within 10 working days or an unsatisfactory response is received the enquiry may be upgraded to a complaint.