



Complaints Handling Procedure





E (Gas and Electricity) Ltd Complaints Handling Procedure

We are committed to ensuring we offer the highest level of customer service at all times, however we do recognise that things can sometimes go wrong. Where this has happened, we are committed to investigating and doing our utmost to put the situation right for you as quickly as possible.

We define a complaint as 'any expression of dissatisfaction by a customer in relation to our service or products' and our aim is to resolve all complaints fully and as quickly as possible.

Our representatives are thoroughly trained to deal with any possible enquiry or situation that may arise and we do have guaranteed standards of service you can expect from us.

Our contact details should you need them:



Contact us on

Our webform
www.e.org/help



Call us on

0333 103 9575
Monday - Friday 8am - 8pm
Saturday 9am - 5pm



Email us at

Customerservice@e.org



Write to us at

E,T3
Trinity Park
Birmingham
B37 7ES





Our process to resolving your complaint

Step 1

Contact our Customer Service Team with your complaint. Our aim is to resolve your complaint at the time of the first contact (where appropriate and possible). A record will be made on your account of any conversations and resolution reached.

If we need to collect more information or make some investigations into the issues raised we will arrange further contact with you. At this time we will provide you with a unique complaint reference number.

Step 2

If you feel that your complaint has not been handled to your satisfaction, you may ask for a review by a manager. Subject to availability, a member of our management team will discuss the issue with you between the hours of 8 am to 8 pm Monday to Friday.

We will endeavour to respond to you within 2 working days, identifying necessary steps that we believe are required to resolve your complaint. This may include an explanation, apology and/or details of any actions we have taken to resolve the complaint.

Step 3

If you are not happy with the response from our Customer Service Team, you can contact our Complaints Team directly at customer.complaints@e.on, where our representatives will aim to resolve your complaint and respond within 10 working days.

Step 4

If we have told you that there is nothing more that we can do to resolve the complaint to your satisfaction, we will issue a 'Deadlock' letter'. You may choose to then escalate this complaint to Ombudsman Services: Energy.

Ombudsman Services: Energy are a free and independent service whose remit is to resolve customer complaints in an impartial way. Once a complaint has been passed to Ombudsman Services: Energy they will then investigate the issue on your behalf. You are not bound by their ruling and can seek further advice if you feel it would be appropriate. You can also refer your complaint to Ombudsman Services: Energy if the complaint has not been resolved within 8 weeks of the start date of the complaint.

Any decision the Ombudsman makes is binding on our Company however, not on you therefore, you can decline their offer and seek further advice. You may however, be referred back to E if you have not followed the Complaints Handling Procedure identified above.





Potential outcomes from your complaint

When able to resolve your complaint we will:

- apologise for the issue and the fact you have had to contact us to have your complaint resolved
- resolve your issue and where possible, explain what went wrong
- consider if a goodwill payment is appropriate as part of the resolution to your complaint

Complaint performance

You can check our current complaint performance here:

View our [Quarterly Complaints Performance](#)

View our [Annual Complaints Performance](#)

Contact Ombudsman Services: Energy

Post:

Ombudsman Services: Energy,
PO Box 966,
Warrington,
WA4 9DF

Phone: 0330 440 1624

Email: enquiries@os-energy.org

Website: www.ombudsman-services.org/sectors/energy

Citizens Advice Bureau

The Citizens Advice Bureau provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. This includes details on how to make a complaint or if you need help with an energy problem – for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support. To find your nearest Citizens Advice Bureau or to get more information regarding 'Know your rights' contact the Citizens Advice consumer service on 03454 04 05 06 or visit: -

- www.citizensadvice.org.uk/energy
- Citizens Advice 'Know your rights'
- Citizens Advice 'Know your rights' (Welsh)

