



Our complaints handling procedure

Our complaints handling procedure aims to make sure that we handle all complaints fairly and efficiently. We will always handle your complaint confidentially.



Call 0845 059 9905 or Minicom 0800 056 6560 to get a copy of this procedure in braille, large print, a different language or on audio cassette.

What counts as a complaint?

A complaint is any contact from, or on behalf of, a customer or potential customer who is not satisfied with any part of our service.

What happens after you've made a complaint?

We will try to resolve your complaint as quickly as possible. We will give you an explanation and an apology for any problems we have caused, and take action to put things right.

How to make a complaint

We follow a series of steps to enable us to handle your complaint and put things right as quickly and effectively as we can.

Step 1 Contact us in one of the ways listed below. Our Customer Service Advisors will try to deal with your complaint straightaway. If they can, they will give you an explanation and an apology for any problems we have caused. They may call you back or write to you depending on the best way to resolve your complaint.

Contact details

- **Call us on 0845 059 9905**
8am to 8pm Monday to Friday and 8am to 6pm on Saturday. Our advisors are ready to handle your query so that it can be resolved appropriately.
- Email: domestic@eonenergy.com
- Write to: Customer Service Centre, E.ON, PO Box 7750 Nottingham NG1 6WR
- Minicom: 0800 056 6560 textphone suitable for deaf customers.
- Translation service: 0845 059 9905

We may record phone calls from time to time to help improve the quality of our service.

If you are not happy with the explanation we give you, please ask to speak to a Customer Services Manager or call our Residential Complaints Team on 0845 300 6301.

They will try to resolve your complaint, including giving you an explanation and apology for any problems we have caused. In certain circumstances, we may offer you compensation.

Step 2 If you are still not happy with our explanation, you can contact our dedicated team of specialists at our Customer Service Director's office. They will conduct a full review of your account and respond to you within 10 working days of you contacting them.

If they are not able to resolve your complaint within 10 days, they will tell you what progress they are making.

- Call 0845 302 4340
8am to 6pm Monday to Friday and 8am to 4pm on Saturday.
- Email www.eonenergy.com/DirectorComplaint
- Write to: Customer Service Director, E.ON, PO Box 9069, Nottingham NG1 9BU

Step **About the Energy Ombudsman**

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The Energy Ombudsman deals with unresolved disputes between energy companies and their residential and small business customers. They are independent and their service is free to you. You can find out more about them at energy-ombudsman.org.uk

When the Ombudsman can consider your complaint

If you do want to refer a complaint to the Ombudsman, there are time limits on when you can refer it to them:

- you must give us eight weeks to resolve the complaint first
- if we have made it clear that we have done all we can to resolve your complaint by issuing a deadlock letter, you have six months from the date of the letter to refer your complaint to the Ombudsman
- you must refer the complaint within nine months of making it to us.

What the Ombudsman can decide

If the Ombudsman finds that we are at fault, they may decide that we must give you any or all of the following:

- a service or some practical action that will benefit you
- an apology
- an explanation
- a financial award.

If your complaint is investigated and you decide to accept the Ombudsman's decision then the outcome of this is binding on us.

Contact details

- Write to: Energy Ombudsman, PO Box 966, Warrington WA4 9DF
- Phone: 0330 440 1624
- Fax: 0330 440 1625
- Textphone: 0845 051 1513
- Email: enquiries@energy-ombudsman.org.uk
- Website: energy-ombudsman.org.uk

Useful contacts

The following organisations may be able to offer you specialist advice and information.

Age Concern England

- Astral House, 1268 London Road, London SW16 4ER
- Phone: 0800 009 966
- Website: ageconcern.org.uk

Citizens Advice Bureau

- Phone: 020 7833 2181
- Website: adviceguide.org.uk

Consumer Direct

- Phone: 0845 404 0506
- Website: consumerdirect.gov.uk

Energy Retail Association

- Home Heat Helpline: 0845 33 66 99
- Website: energy-retail.org.uk

Energy Saving Trust

- 21 Dartmouth Street, London SW1H 9BP
- Phone: 020 7222 0101
- Website: est.org.uk

National Debtline

- Phone: 0808 808 4000
- Website: nationaldebtline.co.uk

The Disabled Living Foundation

- 380-384 Harrow Road, London W9 2HU
- Phone: 0845 130 9177
- Website: dlf.org.uk

Making a complaint about your gas or electricity supply

If your complaint is about disruptions or interruptions to your supply, or about the infrastructure of your supply, your electricity distribution company or gas transportation company are responsible for dealing with your complaint.

You can find their contact details on your bill. If you are not sure who to speak to, please contact us so we can advise you.

Electricity distribution companies and gas transportation companies guarantee to respond to complaints within five working days of receiving them. If a failure payment is due to you, we or they will send it to you within 10 working days. If it is not sent to you, you will get an extra £20 payment.

Our Guaranteed Standards of Service

Our Guaranteed Standards of Service set out the standards of service that you should receive from us. If we fail to meet these standards, you may be entitled to compensation.

For more information on our Guaranteed Standards of Service, please visit our website at www.eonenergy.com/About-Us/About-Standards-of-Service or call us on 0845 059 9905.

Learning from complaints

We are committed to continually improving our customer service and we take account of any customer complaints to help with this. We may also ask you for feedback on the service that you have received.

If you do have any suggestions or ideas on how we can improve, please let us know.

Regulations covering our complaints handling procedure

Complaints handling procedure

Our complaints handling procedure is governed by the Consumer Complaints Handling Standards Regulations 2008. You can read these Regulations at opsi.gov.uk/si/si2008/uksi_20081898_en_1

You can get free information on how well we are meeting these regulations by calling our Customer Service Centre.

Residential sales complaints

Our face-to-face sales people comply with regulatory codes, including the Doorstep Selling Regulations and condition 25 of our supplier licence.

They also comply with the EnergySure Code of Practice. The Code ensures a high standard of service including that all salespeople go through a robust recruitment process and ongoing training.

On the rare occasion that any E.ON salespeople breach any of the Codes, we will carry out an investigation. Following this, you may be entitled to compensation depending on the circumstances.

Face to face complaints

To discuss making a complaint in person, call 0845 302 4340.

Our codes of practice

We operate codes of practice on:

- payment of bills and guidance for customers in difficulty
- services for prepayment customers
- access to your home
- energy efficiency
- help and advice for customers with special needs.

You can get a free copy of these documents on our website at: eonenergy.com/About-Us/About-us-Codes-of-practice.htm or by calling us on 0845 059 9905.