



# Steps to resolve your complaint

We aim to make sure that we handle all complaints fairly and efficiently. We will always handle your complaint confidentially.



Log in to your online account and fill out a web form to get a copy of 'Steps to resolve your complaint'.

## 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. We will not respond to mass lobbying campaigns as it affects the overall service our customers expect from us.

## Resolving your complaint

Sometimes we get things wrong; please tell us because we're really passionate about putting it right. You can contact us using one of the options below.

- Log in to your online account: fill out a web form to tell us about your complaint, or request a call back
- Write: Customer Service Centre, E.ON, PO BOX 7750, Nottingham, NG1 6WR

Our customer care team are trained to put things right for you straight away. If they can't, they'll let you know how long it's likely to take and look after you until it's all fixed.

The resolution of your complaint might include actions to put our mistake right, an apology, an explanation, or compensation.

We aim to resolve nine out of ten complaints within two days. We expect to be able to resolve most other complaints within three weeks, but we'll tell you if we can't.

## Reviewing your complaint

If you're not satisfied that we've sorted it out, or you're not happy with how we've dealt with things, we'll carry out an internal review of your case. We'll look into how we've handled it and the resolution offered. We will let you know what the outcome of the review is and the reasons for our decision. We will normally take less than two working days to carry out the review. If we agree to carry out other actions following the review we will let you know how long it is likely to take.

### The Ombudsman Services: Energy

The Ombudsman offers an independent service which is free to use.

If you don't accept the outcome of our internal review, you can contact the Ombudsman. If your complaint is less than eight weeks old, we will send you a 'deadlock letter' explaining what to do. If we have sent you a deadlock letter or if we have not resolved your complaint within eight weeks, you can contact Ombudsman Services: Energy on 0330 0440 1624, email [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org), visit [ombudsman-services.org/energy](http://ombudsman-services.org/energy) or write to Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF.

The Energy Ombudsman will carry out an independent investigation on your behalf. Any decision reached by the Ombudsman that you accept is binding on us, but not on you. As part of resolving your complaint they may ask us to do one or more of the following: apologise, give an explanation, take action to correct things for you, or award compensation.

### Citizen Advice Consumer Service

To 'Know your Rights' and for free, independent, confidential and impartial advice on consumer issues visit [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call the Citizens Advice consumer helpline on 0345 404 0506. You can contact them at any time during the complaints process.

### Independent sources of help

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

#### Age UK

Phone: 0800 009 966

Website: [ageuk.org.uk](http://ageuk.org.uk)

#### Home Heat Helpline

The Home Heat Helpline advises energy customers concerned about paying their energy bills and keeping warm during the winter. It also gives advice to low-income households in need of heating help and advice.

Helpline: 0800 336699

Website: [homeheathelpline.org.uk](http://homeheathelpline.org.uk)

#### Energy Saving Trust

Energy Saving Trust is organised as a social enterprise with charitable status.

It gives independent and impartial advice to communities and households.

Phone: 020 7222 0101

Website: [est.org.uk](http://est.org.uk)

#### National Debtline

The helpline that provides free confidential and independent advice on how to deal with debt problems

Phone: 0808 808 4000

Website: [nationaldebtline.co.uk](http://nationaldebtline.co.uk)

#### The Disabled Living Foundation

is a national charity that provides impartial advice, information and training on daily living aids.

Phone: 0845 130 9177

Website: [www.dlf.org.uk](http://www.dlf.org.uk)

The Energy Assistance Package gives advice and support to help you maximise your income, cut your fuel bills and make your home warmer and more comfortable. Whether you are finding that your home is cold, damp, draughty or generally hard to heat, or you are worried about your fuel bills, the Energy Assistance Package may be able to help.

### Guaranteed standards of services

The standards of services are a set of promises for the way we do things, and a guarantee that you receive compensation if we don't meet those standards. There are also standards which apply to your gas and electric network operators. You can find out more, and see our leaflet about these standards at [eonenergy.com/standardsofservice](http://eonenergy.com/standardsofservice).

### Learning from complaints

We are committed to continually improving our customer service and we take account of any 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.

### Complaints reporting information

You can get free information on how well we are meeting these regulations from our annual residential complaints report by visiting our website [eonenergy.com/About-eon/Standards-of-Service/Complaints-reporting](http://eonenergy.com/About-eon/Standards-of-Service/Complaints-reporting). We also produce additional complaints information four times a year around the number of complaints we have received and the reason for the complaint. Details of this can be found on our website: [eonenergy.com/About-eon/Standards-of-Service/Complaints-reporting](http://eonenergy.com/About-eon/Standards-of-Service/Complaints-reporting)

### Complaints reporting information

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](http://opsi.gov.uk/si/si2008/uksi_20081898_en_1)

### Our codes of practice

We operate codes of practice on:

- Help and advice for paying your bills
  - Services for prepayment customers
  - How we enter your home or business premises
  - How we give advice to our customers about energy efficiency
  - Help and advice to 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](http://eonenergy-com/About-Us/About-us-Codes-of-practice.htm)