



## 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.

### 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.

### Our commitment to you

If we fail to deliver the standards of service you expect, we want to know about it so we can put it right.

Our Resolution Managers are trained to put things right for you straight away. If we can't, we'll give you an explanation and an apology for any problems we may have caused.

### If you're not satisfied that we've sorted it out

Please get in touch and we'll carry out an internal review. Our Resolution Review Committee will look into how we've handled your complaint, what advice we've given you and what we've offered to see if we should do anything differently.

We'll carry out a full review and respond to you within ten working days. If we agree to carry out other actions following the review, we'll let you know how long it is likely to take.

We hope that we'll have resolved your query by this stage, however if you remain dissatisfied – and you are a micro business, you can contact the **Citizens Advice Consumer Service** on 0345 404 0506 or the **Ombudsman Services** on 0300 440 1624. More information about these services can be found on the next page.

### Our contact information

Please contact us using one of the options below:

**Phone** 02476 193 998  
We're open 8.30am to 5pm Monday to Thursday and 8.30am to 4pm Friday.

**Email** [Micro-business@eonenergy.com](mailto:Micro-business@eonenergy.com)

**Post** Micro business team  
E.ON UK plc  
Westwood Way  
Westwood Business Park  
Coventry  
CV4 8LG



## Micro Business definition

You can refer your complaint to Citizens Advice or the Ombudsman if your business meets one or more of the following criteria:

- consumes no more than 100,000 kWh of electricity per year; or
- consumes no more than 293,000 kWh of gas per year; or
- has fewer than ten employees and has an annual turnover of less than €2m (2 million Euros).

## Citizens Advice Consumer Service

For free, independent, confidential and impartial advice on consumer issues you can contact Citizens Advice at any point during the complaints process. You can call their helpline on **0345 404 0506** or visit [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)

## About the Ombudsman Services: Energy

The Ombudsman Services: Energy deals with unresolved disputes between energy companies and their residential and micro business customers. They are independent and their service is free to you. You can find more about them at [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy)

## 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 up to eight weeks to resolve your complaint. If we have made it clear that we have done all we can to resolve your complaint by issuing a 'final offer' letter (also known as 'deadlock'), you have twelve months from the date of the letter to refer your complaint to the Ombudsman.

## 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.

## Ombudsman contact details

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

**Phone** 0330 440 1624

**Fax** 0330 440 1625

**Textphone** 0330 440 1600

**Email** [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)

**Website** [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy)

## 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 is responsible for dealing with your complaint.

If you call them on 105 there may be an option for general enquiries. Alternatively, please contact us so we can provide you with their direct number.

## 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

Our complaints handling procedure is governed by the Consumer Complaints Handling Standards Regulations 2008.

You can read these Regulations at [www.legislation.gov.uk](http://www.legislation.gov.uk) and search for 'gas and electricity complaints 2008' or use this link: [opsi.gov.uk/si/si2008/uksi\\_20081898\\_en\\_1](http://opsi.gov.uk/si/si2008/uksi_20081898_en_1)

## Useful contacts

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

### Energy Saving Trust

Phone 0300 123 1234 and for Scotland 0808 808 2282

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

### National Debtline

Phone 0808 808 4000

Website [www.nationaldebtline.org](http://www.nationaldebtline.org)