

Steps to resolve your complaint

For residential customers



We will handle your complaint fairly, efficiently and in confidence.

To get a copy of 'Steps to resolve your complaint' in braille or large print call us on **0345 052 0000**. We can also provide a telephone translation service.

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

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

If you're unhappy with our service, we're sorry and we'd like to put it right.

Our customer care team are here to put things right for you straight away. If they can't, they'll connect you with a Resolution Manager, who will look after you until everything is sorted. Your Resolution Manager will let you know how long it should take to resolve your complaint and will agree how and when you would like to be updated to make things as easy as possible for you.

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

If we've not resolved your complaint within 8 weeks, we'll write to you. You can then pass your complaint to Ombudsman Services: Energy.

Reviewing your complaint

If you're not happy with how we've dealt with things, we'll carry out an internal review of your case. We'll let you know what the outcome of the review is and the reasons for our decision. If we agree to carry out actions following the review, we'll let you know how long it could take.

Need to contact us?

Please use one of the options below;

- Email: via **eonenergy.com/contact**
- Write: Customer Service Centre, E.ON, PO BOX 7750, Nottingham NG1 6WR
- Phone: **0345 052 0000**
We're available from 8am to 8pm, Mon to Fri and 8am to 6pm on Sat
- Minicom: **0800 056 6560** textphone suitable for deaf customers

Calls to 03 numbers from mobiles and landlines charged at local rate. If included in your call package, they're free.

Citizens Advice Consumer Service

To view the 'Know Your Rights' leaflet and for free, independent, confidential and impartial advice on consumer issues visit www.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.

The Ombudsman Services: Energy

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

If you don't accept the outcome of our internal review, you can contact the Ombudsman. 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 440 1624**, email enquiries@os-energy.org, visit www.os-energy.org or write to 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, award compensation.

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

Energy Saving Trust

The Energy Saving Trust is organised as a social enterprise with charitable status. Gives independent and impartial advice to communities and households.
Phone: 0300 123 1234 and
Home Energy Scotland free on 0808 808 2282
Website: 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

The Disabled Living Foundation

Is a national charity that provides impartial advice, information and training on daily living aids.
Phone: 0845 130 9177
Website: dlf.org.uk

Guaranteed standards of service

The standards of service are a set of promises for the way we do things, and 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/standards

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.

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/standards or by calling our Customer Service Centre on **0345 059 9905**.

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/standards

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/ukxi/2008/1898/contents/made

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 customers about 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/codesofpractice or by calling us on **0345 059 9905**.

E.ON Energy Solutions Limited.

Registered Office: Westwood Way,
Westwood Business Park, Coventry, CV4 8LG
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