

# 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 301 5934**. 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 pass your complaint to 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](mailto:eonenergy.com/contact)



Write: Customer Service Centre, E.ON, PO BOX 7750, Nottingham NG1 6WR



Phone: **0345 301 5934**

We're available from 8am to 8pm, Mon to Fri, 8am to 6pm, Sat

Speech or hearing impaired customers

To use text relay put 18001 in front of our phone number.

Calls to 03 numbers from your 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 [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or call the Citizens Advice consumer helpline on **0808 223 1133**. 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 Service: Energy on **0330 440 1624**.

Email [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org), visit [ombudsman-services.org/energy](https://ombudsman-services.org/energy) 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 169 6565

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

#### Energy Saving Trust

They offer independent and impartial advice that can help lower emissions and cut energy bill costs.

Website: [energysavingtrust.org.uk](https://energysavingtrust.org.uk)

Simple Energy Advice (England) – 0800 444 202

Home Energy Scotland (Scotland) – 0808 808 2282

Nest (Wales) – 0808 808 2244

#### 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](https://nationaldebtline.co.uk)

#### The Disabled Living Foundation

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

Phone: 0300 999 0004

Website: [dlf.org.uk](https://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](https://eonenergy.com/standards)

## Learning from complaints

We're 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've 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](https://eonenergy.com/standards) or by calling our Customer Service Centre on **0345 301 5934**.

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](https://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/uksi/2008/1898/contents/made](https://www.legislation.gov.uk/uksi/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](https://eonenergy.com/codesofpractice) or by calling us on **0345 301 5934**.

## E.ON Energy Solutions Limited.

Registered Office: Westwood Way,

Westwood Business Park, Coventry, CV4 8LG

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