

## **We're listening**

How we deal with any complaints

# Want to make a complaint?

We're sorry you're not happy. Here's how we'll sort it out for you.

**Step 1** Get in touch to let us know what's happened and what we can do to put it right.



**Step 2** We'll let you know when we've received your complaint. We'll look into the problem and sort it out for you as quickly as we can.



**Step 3** We'll tell you what we've done to fix the issue. Once you're happy, we'll ask you if we can close your complaint.



**Step 4** If you're still unhappy and your complaint has been ongoing for 8 weeks, you can contact the Energy Ombudsman.

## How to contact us

### Here's how to get in touch to make a complaint.

However you contact us, we'll do our best to sort things out as quickly as we can.

#### Go online:

You may find it easier and quicker to tell us about your energy complaint online. Go to our [complaints page](#) now.

#### Call us:

If you pay by Direct Debit, credit or debit card, cash, or cheque you can call us on **0333 202 9802**.

If you have a prepayment meter, you can call us on **0330 100 0303**.

#### Write to us:

Our address is **Complaints Management Team**, PO Box 226, Rotherham S98 1PB.





- So we can respond to your complaint, please make sure you provide details of how we can get in touch with you
- Please tell us the details of your complaint and what we can do to put things right
- We'll investigate fully and let you know what will happen next

**We always recommend you keep up with your energy payments while an issue is being sorted. That way there's no risk of running up a large bill.**

## If you're still unhappy

If you're not happy with the outcome of your complaint, or it's taken us longer than eight weeks to sort it out, you have the right to take matters further.

You can do this by contacting the Energy Ombudsman.

 [energyombudsman.org](https://energyombudsman.org)  
 [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)  
 0330 440 1624  
 Energy Ombudsman  
P.O. Box 966  
Warrington, WA4 9DF

### How the Energy Ombudsman can help

They resolve disputes between energy suppliers and their customers. It's completely free. They're totally independent which means they don't take sides. They make their decisions based on the information they receive.

You don't have to accept their decision, but if you do, we'll act on what they say. That might mean saying sorry, explaining what's gone wrong, fixing the problem or even paying you compensation.

## Our complaints performance

The quality of our service is important to us, and if you're unhappy we want you to get in touch.

We take every complaint seriously and we'll do everything we can to put it right.

Go to our **useful information page** to view our Standards of Performance leaflet. It will give you more details about our range of services, the levels of customer care we guarantee and what you're entitled to from the companies that maintain your pipes and cables.

If you'd like to view the latest Gas and Electricity (Consumer Complaints Handling Standards) Regulations, visit the **Government's legislation website**.

## Further information

**Whether you're having issues with your meter or struggling to pay your energy bill – there's lots of help available.**

Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.

If you live in England or Wales, go to **Citizens Advice's energy webpage** or contact the Citizens Advice consumer service for free on **0808 223 1133**.

If you live in Scotland, go to [energyadvice.scot](https://energyadvice.scot) or contact Advice Direct Scotland for free on **0808 196 8660**.

On their website, you can also find a factsheet, which gives you full details about their services and how they can help you.

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If you'd like a free paper copy of this information or in another format, like large print, Braille, audio version or bespoke, call us on **0800 072 8625**.

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