

Making a complaint

Residential and small business customers



Save today. Save tomorrow.



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The complaints procedure

If you have a complaint, please follow these steps.

Step 1: Contact us

As a first step, please contact us in one of the following ways:

- Visit **edfenergy.com** and click on '**Contact us**' to fill in our online contact form
- Call our highly trained Customer Service Advisers on **0800 096 9000*** if you're a residential customer or on **0800 096 2255*** if you're a small business customer, to discuss your problem.
- Write to us at: Customer Liaison Team, EDF Energy, Osprey House, Osprey Road, EXETER, EX2 7WN
- Visit one of our business premises for a face to face discussion (please see the addresses on the back of this booklet).

Step 2: Still not happy...?

If our Customer Service Advisers are not able to resolve your issue or you're not entirely happy with the solution they provide, you can take the issue further by asking to speak to a Team Manager.

To find out more, just call us free on

0800 096 9000*

or visit:

www.edfenergy.com

Step 3: Not completely satisfied...?

If you're still dissatisfied, you can request a full review of your complaint at any stage of the process by:

- Writing to the Director of Customer Services at: EDF Energy, Osprey House, Osprey Road, EXETER, EX2 7WN
- Emailing the Director of Customer Services: **directorofcustomerservices@edfenergy.com**
- Calling Customer Services on **0800 096 9000*** or, **0800 096 2255*** if you are a business customer
- Or, by visiting one of our business premises listed on the back of this booklet

Complaints Outcome

We will respond to your complaint as quickly as possible and aim to do this within 10 working days.

Following the full review of your complaint we may take the following actions:

- Apologise and explain to you our findings and why this has occurred
- Take appropriate action to put things right
- Explain our next steps which may include compensation paid by EDF Energy in appropriate circumstances, for example, if your complaint relates to our sales activities (once the full investigation is complete).

Still feel your issue is unresolved?

The Energy Ombudsman is a free and independent body which has the power to resolve customer disputes.

They may investigate your complaint if:

- You receive a letter from EDF Energy which clearly shows our final position in relation to your complaint. You can then refer the complaint to the Energy Ombudsman within 6 months of receiving this letter.
- You have not yet received such a letter, but at least 8 weeks have passed since you first made the complaint to us. You must refer your complaint to the Energy Ombudsman within 9 months of first making your complaint to us.

Small business customers

To see if your business qualifies for investigation by the Energy Ombudsman please contact them direct (details listed below).

The types of outcome that are available resulting from the Energy Ombudsman enquiry are:

- An apology or explanation from EDF Energy
- Compensation from EDF Energy
- Any other relevant action as deemed necessary and specified by the Energy Ombudsman

Energy Ombudsman Contact Details

- Telephone: **0845 055 0760**
(Mon- Fri, 9am- 5pm)
- Website: **www.energy-ombudsman.org.uk**
- Address: **Energy Ombudsman, PO Box 966
Warrington, WA4 9DF**

Additional information for our residential customers

If you would like this booklet to be replicated in large print, Braille, or as an audio version on CD, please call our Priority Services team free on **0800 269 450***.

Non-English speaking customers

If English is not your first language, please call us free on **0800 096 9000*** and we will transfer you to our special language line where we have operators that can speak a number of different languages.

If we cannot resolve your problem you can contact Consumer Direct, the Government's service for clear, practical and impartial consumer advice on all kinds of consumer queries. Please call them on **08454 04 05 06** or online at **www.consumerdirect.gov.uk**

Other useful contact information

Citizens Advice Bureau:

www.adviceguide.org.uk

Look in your phone book or on the website for details of your local office.

Getting in touch

If you would prefer to discuss your complaint with one of our Customer Advisers face to face, you can visit one of our business premises which are located at the following addresses:

Hove Office

EDF Energy
329 Portland Road
Hove
BN3 5SU

Worthing Office

EDF Energy
Southdown View
Road
Worthing
BN14 8NL

Plymouth Office

EDF Energy
334 Outland Road
Manadon
Plymouth
Devon
PL3 5TU

Exeter Office

EDF Energy
Gadeon House
Grenadier Road
Exeter Business Park
Exeter
EX1 3UT

edfenergy.com

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R63.DM.PUR.06/10.V1



Publication
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