

# Making a complaint

Residential and small business customers



## Service excellence

At EDF Energy, we are committed to providing you with exceptional service and welcome your views on how we can improve. If you're unhappy with the level of service you have received from us, please let us know so we can try to resolve the issue as quickly as possible.

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# The complaints procedure

If we have let you down in any way, 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.
- 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:

- Emailing the **complaintsresolutionmanager@edfenergy.com**
- Writing to the **Complaints Resolution Manager at Osprey House, Osprey Road, EXETER, EX2 7WN**
- 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?

Ombudsman Services: Energy 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 Ombudsman Services: Energy within 9 months of first making your complaint to us.

### Small business customers

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

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

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

### Energy Ombudsman Contact Details

- Telephone: **0845 055 0760**  
(Mon- Fri, 9am- 5pm)
- Website: **www.energy-ombudsman.org.uk**
- Address: **Ombudsman Services: Energy,  
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.

You can also get free, independent, confidential and impartial advice by phoning the **Consumer Advice Helpline** on **0845 404 05 06** or visiting the website **www.adviceguide.org.uk**

# 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

## Sunderland Office

EDF Energy  
Endeavour House  
Victory Way  
Doxford International  
Business Park  
Sunderland  
SR3 3XL

[edfenergy.com](http://edfenergy.com)

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\*Calls to EDF Energy's 0800 numbers may be monitored and recorded as part of our customer care programme and are free from BT landlines but other network operators' may charge for these calls.

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