

# Complaints Handling Procedure

For business customers



Save today. Save tomorrow.



# Complaints Handling Procedure

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## Service excellence

At EDF Energy we are committed to providing you with exceptional service and welcome your views on how we can improve.

This e-guide lets you know our complaints handling procedure. 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.

# The complaints handling procedure

If you have a complaint, please follow these simple steps and we will try to resolve your issue as soon as possible.

## Step 1: Contact us

Please contact us in one of the following ways:

- Call our highly trained Business Advisers on **0845 366 3664** to discuss your complaint
- Write to us at: B2B Customer Liaison, EDF Energy, Gadeon House, Grenadier Road, Exeter Business Park, EXETER, EX1 3UT
- Email us at: B2Bcustomerliaison@edfenergy.com
- Visit us at our business premises: EDF Energy, Gadeon House, Grenadier Road, Exeter Business Park, Exeter, EX1 3UT

## Step 2: Still not happy...?

If our Business Advisers are not able to resolve your complaint or you're not entirely happy with the way your complaint has been handled, you can take the complaint further by raising it to a Manager.

Call us on:  
**0845 366 3664**

## 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:

- Calling Customer Services on **0845 366 3664**
- Writing to the Head of Business Customer Services at: EDF Energy, Gadeon House, Grenadier Road, Exeter Business Park, Exeter, EX1 3UT
- Emailing the Head of Business Customer Services: headofcustomerservices@edfenergy.com
- Visiting our business premises: EDF Energy, Gadeon House, Grenadier Road, Exeter Business Park, Exeter, EX1 3UT

## Complaints Outcome

We will respond to your complaint 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

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

EDF Energy is bound by any decision made by the Ombudsman, but customers are not. So, if you are not satisfied with their decision you may continue to uphold your complaint.

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

The types of outcome that are available as a result of the enquiry are:

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

## Ombudsman Services: Energy Contact Details

- Telephone: **0330 440 1624**  
(Mon - Fri, 9am - 5pm)
- Website: **[www.ombudsman-services.org](http://www.ombudsman-services.org)**
- Address: **Ombudsman Services, PO Box 966 Warrington, WA4 9DF**

## Consumer Direct

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 relative to Micro Businesses†.

Please call them on **08454 04 05 06** or go online at **[www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)**

† A Micro Business is any customer that has:

- An annual consumption of electricity of less than 55,000 kWh or
- An annual consumption of gas of less than 200,000 kWh or
- Fewer than the equivalent of 10 full time employees and
- An annual turnover or annual balance sheet total not exceeding 2 million Euros

## Other useful contact information

Citizens Advice Bureau:  
**[www.adviceguide.org.uk](http://www.adviceguide.org.uk)**

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



## e-guide - a better way of working

Why an e-guide? At EDF Energy we are committed to using the most sustainable working practices wherever possible and this includes when delivering communications to our customers.

E-guides significantly reduce the volume of printed material we need, reducing our carbon footprint and contributing towards our 2012 Climate Commitment pledges.

Our customers appreciate e-guides because they offer timely delivery of easy to access information in an ideal format for the modern screen based working environment.

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

To view our fuel mix visit [edfenergy.com](http://edfenergy.com)

## Getting in touch

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- Email us at: [B2Bcustomerliaison@edfenergy.com](mailto:B2Bcustomerliaison@edfenergy.com)
- If you would prefer to discuss your complaint with one of our Business Advisers face to face, you can visit our business premises at the following address:

### **Exeter Office**

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

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Call charges to 0845 numbers may vary between phone providers.

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