

Complaints Handling Procedure

For large business customers

Complaints Handling Procedure

Service excellence

At EDF Energy we are committed to providing you with fair value and better service in a clear and simple way. We know that sometimes we get things wrong, so we've put together this e-guide to show what you can expect if you wish to complain.

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.

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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 Complaint Investigation Team, EDF Energy, Gadeon House, Grenadier Road, Exeter Business Park, EXETER, EX1 3UT
- Email us at: B2BComplaintInvestigationTeam@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.

One of our Managers will review your complaint and attempt to resolve

the issue as quickly as possible and endeavour to keep you updated within 10 working days. A longer time may be required for more complicated complaints, but we'll be keep you up to date with how we're progressing.



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

Step 4: Full Internal Review...

If at any time you are dissatisfied with how your complaint has been handled, you can request that your complaint be independently reviewed

Contact us through the most convenient method in step 1, stating that you would like a full review of your complaint

What we'll do...

A full independent review of your complaint will be carried out by our specialist Complaint Investigation Team. All correspondence and actions taken to date will be investigated, with the hope that your complaint can be resolved. Again, we'll work hard to review and resolve your complaint in 10 working days and will keep you up to date on progress if it is taking longer than this. In the instances where it is not possible to agree an appropriate resolution, we will provide you with a letter that states our

final position. This is sometimes referred as a Deadlock letter.

If you are not satisfied with our final offer and position you may continue to pursue your complaint through other third part channels such as consumer groups or arbitrators.

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)

Independent help for Micro Businesses

A Micro Business is any customer that has:

- An annual consumption of electricity of less than 100,000 kWh; or
- An annual consumption of gas of less than 293,000 kWh; or
- Fewer than the equivalent of 10 full time employees, and an annual turnover or annual balance sheet total not exceeding €2 million. Independent help for Micro Businesses

If you are a Micro Business and you remain dissatisfied with our final offer, you may be eligible to contact the **Ombudsman Services: Energy** for a free and independent review of your concerns.

Ombudsman Services: Energy

Who are they?

Ombudsman Services: Energy is a free and independent body which has the power to resolve certain disputes between electricity suppliers and eligible domestic and Micro Business customers.

What do they do?

They will conduct a full review of your complaint and if the Ombudsman finds that we have not acted correctly, it will recommend what we should do to put things right.

This could include:

- An apology
- Explanation from EDF Energy
- Compensation from EDF Energy (in appropriate circumstances)
- A service or a practical action. For example, remove charges which have been incorrectly billed

The Ombudsman may also recommend we make changes to our policies and procedures so that the same problem is less likely to occur again.

EDF Energy is bound by any decision made by the Ombudsman, but customers are not. Therefore, if you are not satisfied with their decision, you are free to pursue your complaint elsewhere, but will lose the right to any resolution through the Ombudsman services.

Independent help for Micro Businesses

Can I use their services?

The Ombudsman only considers complaints by Domestic and Micro Business customers. If you are unsure if you meet the Micro Business criteria or whether the Ombudsman can consider your complaint, please contact the Ombudsman direct.

When can I contact them?

The Ombudsman will only consider conducting a full review if we have been provided an adequate opportunity to resolve your complaint.

The Ombudsman will only investigate your complaint if the following circumstances apply:

- You have received a Deadlock letter from us (see page 3 for more information); or
- At least 8 weeks have passed since you first made the complaint to us.

If you contact the Ombudsman before either of these requirements, they will refer your complaint back to us for further action.

Is there a deadline for referring a complaint?

You must refer your complaint to the Ombudsman within 9 months of first making your complaint to us. Alternatively, if you have received a Deadlock letter from us, you will have 6 months from the date of that letter to refer your complaint to the Ombudsman.

What if their resolution is still not satisfactory?

If you're not satisfied with the Ombudsman's decision you may reject the proposed solution and continue to pursue your complaint elsewhere. Should you reject the proposed solution or fail to respond to the Ombudsman within 28 days you will lose the right to that solution.

How do I contact them?

You can contact the Ombudsman in one of the following ways:

- Online at www.ombudsman-services.org
- Call 0330 440 1624 (Mon - Fri, 9am - 5pm)
- Textphone 0330 440 1600
- Write to Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF

Further Advice

Citizens Advice Consumer Helpline

The Citizens Advice Consumer Helpline provides free, independent, confidential and impartial advice on consumer issues.

Visit www.adviceguide.org.uk or call the Citizens Advice Consumer Helpline on

0845 404 05 06.

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:

Micro Business and Small Medium Enterprise

Exeter Office

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

Worthing Office

EDF Energy
Southdown View Road
Worthing BN14 8NL

Large business

Exeter Office

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



e-guide - a better way of working

Why 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.

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

To view our fuel mix visit edfenergy.com/fuel-mix

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