Making a complaint for SME customers
Making a complaint

We do our best, so that things go as smoothly as they can for you. But if something goes wrong, and you want to make a complaint, we want to hear about it so that we can fix it for you.

We’ll do all we can to resolve your complaint as quickly as possible, we do this by:

• Understanding the situation and what caused the problem.
• Explaining what we’ll do to fix it and whether we need some further info from you.
• Provide you with an idea of how long it will take.
• Ask you what you want to resolve your complaint.

We’ll keep you updated throughout and promise that we’ll work as efficiently as we can to bring the matter to an end for you and will only close your complaint once we know you’re happy with the outcome – this usually happens within 2 working days.

Step 1 – Contact our Customer Services Team

All our advisers are fully trained and ready to help you. They’ll do everything possible to fix things for you there and then. If that’s not possible, they’ll explain the next steps and keep you updated.

The simplest way to get in touch is by logging onto MyAccount and using the Live Chat button. To log on, or to register, visit www.edfenergy.com.

You can also:

Call: 0333 200 5103, open Monday to Friday 8am to 6pm
Live Chat: via our website
Email: SMECustomerServices@EDFEnergy.com
In writing: FREEPPOST: EDF Energy – Plymouth

Visit one of our offices: If it’s more convenient you can visit any of EDF’s customer service offices, where staff are trained in dealing with customer enquiries and issues. If you’d like to pop by in person, visit www.edfenergy.com or call 0333 200 5103 to find the address of your nearest office.

Step 2 – Contact our Complaints Team

If things haven’t gone as well as you’d like. Contact our Complaints Team who’ll review the situation and take the necessary steps to resolve your complaint.

Call: 0333 009 7031, open Monday to Friday 8am to 5pm
Email: SMEComplaintResolution@edfenergy.com
In writing: FREEPPOST: EDF Energy – Complaints Resolution

Step 3 – Contact one of our Specialists

If it’s been 40 days since you registered your complaint, it’s likely that the issue isn’t easy to fix. The good news is that you’ll have had a letter from us telling you about the next steps and when one of our ‘Specialists’ expects to fix things for you. If you want to speak to the person dealing with your case, please use the dedicated phone number on the letter.

External Advice:

We’re confident we’re the right people to help you with your complaint. We know that sometimes you may want to seek help from a third party. This could be because you’ve received a deadlock letter from us.

Citizens Advice

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you’re struggling to pay for the energy you use. They’re the official source of free and independent energy advice and support.

Go to citizensadvice.org.uk/energy or call them on 0808 223 1133. Calls are free.

The Ombudsman

Ombudsman Services: Energy: We always try to come to an outcome that you’re happy with, but sometimes that’s not possible. In these cases, we will issue you with a ‘deadlock’ letter. If you’ve received this or it’s been 8 weeks since we logged your complaint, you could contact the Ombudsman Services: Energy.

They’re free, totally independent. Decisions are based on the facts available and may take up to 12 weeks, as they look at your case from the beginning to decide on a final outcome. This may be an apology, explanation, financial award or to correct the issue. We’re bound to act on their decision however you aren’t.

You can call them on 0330 440 1624 (9am to 5pm Monday to Friday), email enquiry@ombudsman-services.org or visit ombudsman-services.org/energy.

If you would like this booklet in different format such as braille, audio or in a different language please call 0800 269 450. This booklet is our Complaints Handling Procedure as required by The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.

*Calls to UK wide numbers are included in any inclusive call plan you may have. If you don’t have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you’re unsure.

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EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02228297 whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales.