

# Making a complaint



## Complaint handling statement and procedure

The energy industry has been criticised in recent years. We want to address this by making EDF Energy a better kind of energy company.



Feel better energy is one of the ways we're working hard to improve our service to customers. It's what happens when we do the right things by you, whether it's reading your meter, switching your tariff or sending you your energy bill. By delivering something new and positive, we hope to stand out for the right reasons.

Despite this, we recognise that we sometimes get it wrong. So we've put together this booklet to show what you can expect if you have cause to complain.

A handwritten signature in black ink that reads "Steve Hayfield". The signature is written in a cursive, flowing style.

Steve Hayfield  
Customer Services Director



# The complaints procedure

If we've let you down in any way, and you would like to complain, please follow these steps.

## Step 1: Get in touch with Customer Services

You can contact them by:

- Calling them on 0800 096 9000. If you're not happy with the response from an adviser then you can ask to speak to a manager. Customer Services are open Monday to Friday 8am to 8pm and Saturday 8am to 2pm.
- You can also get in touch with an adviser online through Live Chat or you can email us through our website at [edfenergy.com/for-home/help-support/contact](https://www.edfenergy.com/for-home/help-support/contact).
- If you prefer you can write to us at FREEPOST: EDF ENERGY – PLYMOUTH.
- Or you can visit us at one of our business premises listed at the back of this booklet.

Most issues are resolved at this initial stage but if yours isn't we'll give you a complaint reference number and the name of a dedicated person handling your complaint.

## Step 2: Contact our Complaints Resolution Team

If for any reason you are unhappy with the handling of your complaint, you can also contact our dedicated Complaints Resolution team by:

- Calling them free on 0800 051 1643 or 0113 820 7292 from a mobile. They're open Monday to Friday 8am to 5pm.
- Emailing the Complaints Resolution Manager at: [complaintsresolutionmanager@edfenergy.com](mailto:complaintsresolutionmanager@edfenergy.com)
- Writing to the Complaints Resolution Manager at: FREEPOST: EDF ENERGY – COMPLAINTS RESOLUTION MANAGER

## Step 3: Internal review by Customer Service Director

If, after this, you don't feel the matter's resolved, your case can be looked at by the Executive Team of our Customer Services Director. You can contact them by:

- Emailing – [CSDirector@edfenergy.com](mailto:CSDirector@edfenergy.com)
- Writing to the Customer Services Director at  
FREEPOST: EDF ENERGY – CUSTOMER SERVICES DIRECTOR
- Calling 0800 904 7450 or 0113 820 7292 from a mobile. They're open Monday to Friday 8am to 5pm.

## Outcomes: steps 1-3

We'll respond to your complaint as quickly as possible and aim to do this within five working days. Rest assured we'll try and resolve your issue as quickly as we can.

After looking at your case, we may take the following actions:

- Apologise
- Explain our findings and tell you why the issue has happened
- Take action to put things right
- Explain our next steps

Our aim will be to reach a mutually acceptable agreement, and we expect to do this in the majority of cases.

If during any of these steps we can't reach an agreement we'll write to you explaining our position and our final offer. This is known as a deadlock letter.

## Citizens Advice Consumer Helpline

Throughout any of these steps it's easy to get free, independent advice at any time so you 'know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about your electricity or gas supply, or ask for help if you're struggling to pay your bills. To 'know your rights' visit [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy). Alternatively, call the Citizens Advice Consumer service on **0345 404 05 06**.

## Step 4: External review – Ombudsman Services: Energy

You can choose to accept our final offer, but if you're still not happy, you can contact the Ombudsman Services: Energy for a free and independent review of your concerns.

They may investigate your complaint if:

- You receive a deadlock letter from us. You can then refer the complaint to the Ombudsman within 12 months of this letter
- You haven't yet received a deadlock letter, but at least eight weeks have passed since you first made the complaint to us.

If the Ombudsman finds that we haven't acted correctly, they'll recommend what we should do to put things right. This may include:

- An apology
- An explanation from EDF Energy
- Compensation from EDF Energy
- A service or a practical action. For example, remove charges which have been incorrectly billed.

EDF Energy is bound by any decision made by the Ombudsman, but customers are not. If you aren't satisfied with their decision, you can pursue your complaint elsewhere, but you will lose the right to the resolution offered by the Ombudsman.

## How to contact: Ombudsman Services

- Call: **0330 440 1624** (Monday to Friday, 9am to 5pm)
- Email: [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)
- Visit: [ombudsman-services.org/energy](https://ombudsman-services.org/energy)
- Write to: Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF.

## Additional information for domestic customers

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

## Non English-speaking customers

If English isn't your first language and you'd like information in another one, please call us on **0800 096 9000** and we'll transfer you to our language line. We have operators who, between them, speak more than 100 different languages.

# Getting in touch

If you'd 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)

This booklet is our Complaints Handling Procedure as required by The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.

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