

# Making a complaint for Industrial & Commercial customers

# How to make a complaint

At EDF we always try to give customers the best service, but we don't always get things right. If we've made a mistake and you would like to complain, there's a simple process you can follow. This document tells you everything you need to know and what you can expect to happen.

The first thing we'll do is apologise, then we'll explain why the mistake happened and take all the necessary steps to put things right. Rest assured that resolving your complaint matters to us and we'll do everything to make it happen. If it's appropriate, we'll offer you financial compensation so you're not left out of pocket.

## Step 1 – Contact Customer Services

All EDF Customer Service Advisers are fully trained to deal with complaints in a professional and sensitive way. We'll do everything possible to fix things there and then, they'll explain the steps we're going to take and will keep in regular contact with you throughout the resolution process. They'll only close your complaint once you're completely happy with the outcome, this usually happens within two working days.

**Call:** 0845 366 3664 Open Monday to Friday 9am to 5pm

**Email:** [MidMarketCustomerContact@edfenergy.com](mailto:MidMarketCustomerContact@edfenergy.com)

**In writing:** I&C Operations, Gadeon House, Grenadier Road, Exeter Business Park, Exeter, EX1 3UT

## Step 2 – Complaint Investigation Team Review

If you don't feel your complaint has been resolved after the first step, get in touch with the Complaint Investigation Team. They'll carry out a full review and will take the necessary action to put things right. During this time your dedicated complaint handler will stay in regular contact and will aim to resolve the issue within ten working days.

**Call:** 0845 302 7109 Open Monday to Friday 9am to 5pm

**Email:** [B2BComplaintInvestigationTeam@edfenergy.com](mailto:B2BComplaintInvestigationTeam@edfenergy.com)

**In writing:** EDF, I&C Operations, Complaint Investigation Team, Gadeon House, Grenadier Road, Exeter Business Park, Exeter, EX1 3UT  
Freepost: EDF Energy - PLYMOUTH

## Step 3 – External advice

### Energy Ombudsman

We'll always try to come to an outcome we're both happy with and while we do this in most cases, sometimes we won't always reach a joint resolution. If this happens and you're a micro business, we'll write to you explaining our final position, this is known as a 'deadlock' letter and at this point, or if it has been eight weeks since you first complained, you have the right to contact the Ombudsman Services: Energy.

The Energy Ombudsman are free, totally independent and don't take sides. Decisions are based on the facts available, they may ask us to take remedial action, apologise, provide an explanation and may require us to award compensation. Energy suppliers are bound by the decisions they make, but customers are not. You can call them on 0330 440 1624 (9am to 5pm Monday to Friday), or visit [www.ombudsman-services.org/complain-now](http://www.ombudsman-services.org/complain-now)

### Citizens Advice

Contact Citizens Advice if you need help with any energy problem - for example with your bills or meter readings. They're the official source of free and independent energy advice and support.

Go to [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call them on 0808 223 1133. Calls are charged at your normal rate.

\*Calls to 0845 numbers will cost 2p per minute plus your standard network charges. The price of calls may vary with other operators and calls from mobiles may be considerably higher. Please check with your operator for exact charges.

[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.

IC0060.IH.03/20.V5

