

Making a complaint for Residential customers

How to make a complaint

At EDF Energy 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 Energy 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, we'll explain the steps we're going to take and will keep in regular contact with you throughout the resolution process. We'll only close your complaint once you're completely happy with the outcome, this usually happens within two working days.

Call: 0800 096 9000 Open Monday to Friday 8am to 8pm and Saturday 8am to 2pm

Live Chat: via our website

Email: customer_correspondence@EDFenergy.com

In writing: FREEPOST: EDF Energy – Plymouth

Visit one of our offices: If it's more convenient you can visit any of EDF Energy's offices, where staff are trained in dealing with customer enquiries and issues. If you'd like to pop by in person, visit edfenergy.com or call 0800 096 9000 to find the address of your nearest office.

Step 2 – Contact the Complaint Resolution Team

If you don't feel your complaint has been resolved after the first step, get in touch with the Complaints Resolution Team. We'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: 0800 051 1643 Open Monday to Friday 8am to 5pm

Email: ComplaintResolution@edfenergy.com

In writing: FREEPOST: EDF Energy – Complaints Resolution

Step 3 – External advice

The 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, 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), email them at osenquiries@os-energy.org or visit ombudsman-services.org/energy

Citizens Advice

It's easy to get free, independent advice so that 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 the quality of 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 for up-to-date information or contact the Citizens Advice consumer service on 03454 04 05 06.

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 0800 numbers are free of charge from all consumer landlines and mobile phones.

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R63.IH.01/28.V23

