

# Making A Complaint

## Customer Service Codes of Practice

**ecotricity**

Each and every Ecotricity customer is helping us to change the way energy is made and used in Britain – just by paying their energy bills.

Customer service is about doing the simple things right: we answer the phone ourselves, and we fix problems quickly.

Mistakes happen, but what's important is how you deal with them. So if you're ever unhappy with any aspect of our service, however big or small, please tell us and give us the chance to help you and put things right.

## How we handle complaints

### Step 1: Let us know

If something isn't right, let us know. Give us a call on **01453 756 111** (Mon-Fri 08:30-18:00) or send us an email to [home@ecotricity.co.uk](mailto:home@ecotricity.co.uk) and we'll do everything we can to fix things.

If we find that we've made a mistake, we'll take action to put things right. Where appropriate, we'll compensate you and offer interest-free payment plans for any debt left outstanding too.

### Step 2: Customer Champion Team

If the issue hasn't been resolved or you're not happy with the solution and wish to raise a formal complaint, give us a call on **01453 756111** or email [complaints@ecotricity.co.uk](mailto:complaints@ecotricity.co.uk), or write to us (FAO Complaints, FREEPOST ECOTRICITY) and we'll assign one of our team to work with you to reach a resolution. A formal complaint can be made at any stage of contacting us.

### Step 3: Internal Review

If you're not happy with progress or resolution at any point then ask to have your complaint escalated to one of our case managers for review.

### Step 4: Final Review

If you remain unhappy with the resolution we have offered then ask for your case to be escalated for a final review and if we feel we have done all we can we will issue you with the appropriate sign posting letter that will allow you to take your case to the energy Ombudsman.

### Step 5: Independent Help

It's rare for problems to get to this stage, but if we're not able to sort things out to your satisfaction within our internal process, then there are two bodies you can go to for independent help: Citizens Advice Consumer Service provides independent advice and you're able to contact them if we're not able to resolve your complaint by the end of the next working day, they can be reached on **0808 223 1133** or at [citizensadvice.org.uk](http://citizensadvice.org.uk) at any stage of the complaints process.

The Energy Supply Ombudsman is an independent body that adjudicates between customers and energy companies if your complaint is unresolved after eight weeks, or if you've been unable to reach a resolution with us and have been issued with the relevant signposting letter.

You can find contact details for independent help on our [website](#).

## How to contact us

### By phone

You can call us on 0345 555 7 100, you can find our opening hours at [ecotricity.co.uk/support](http://ecotricity.co.uk/support).

### By email

For general questions or help, email [home@ecotricity.co.uk](mailto:home@ecotricity.co.uk). If you have an issue or a complaint, you can email our complaints team at [complaints@ecotricity.co.uk](mailto:complaints@ecotricity.co.uk).

### In writing

If you'd prefer to send us a letter about an issue, please address it to: **FAO Complaints, FREEPOST ECOTRICITY.**

### In person

Or if you're local to our Stroud offices, we can arrange for you to visit our team to discuss your concerns face-to-face too – just get in touch and we'll arrange an appointment.

## What you can expect from us:

If you get in touch with an issue, we will:

- put our expert team on the case
- treat you as we would want to be treated
- try to resolve your enquiry the first time you contact us
- keep you updated on how we're handling your complaint, and let you know how long it will take to fix
- aim to provide you with a full response within a few days if you make a complaint – if we're not able to do this, we'll give you a plan of what we're going to do and when, and only close complaints when they're completely resolved.

## Standards of service

As part of our Supply Licence, we're legally obliged to meet guaranteed service standards relating to billing, metering and customer enquiries.

We train our team so that they're fully equipped to give the highest level of service – and we monitor everything to ensure that we're always delivering the best service we can.

The industry's Guaranteed and Overall Standards of Service cover the activities of your local network operator too. The network operating company owns the local distribution system, which we use to transport electricity from the National Grid to your home.

Our industry regulator, Ofgem (Office of Gas and Electricity Markets), ensures that the network operators comply with these standards.

## Find out more

See our [If something goes wrong page](#).

You can request a copy of this code in large print - simply give us a call on **0345 555 7 100** or email [home@ecotricity.co.uk](mailto:home@ecotricity.co.uk).

Last updated: **April 2021**