

# Making A Complaint

## Customer Service Codes of Practice



Awesome customer service is one of the things we like to do best. For us, we're on the same team. Each and every Ecotricity customer is helping us to change the way energy is made and used in Britain – just by paying their green energy bills.

Customer service is about doing the simple things right: we answer the phone ourselves, we keep our promises, 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, the first thing to do is tell us. We'll do all we can to fix things as quickly as possible – and we'll put one of our expert advisors on the case who'll keep in touch with you until everything's back the way it should be.

If we find that we've made a mistake, we'll hold our hands up, say sorry, take action to put things right, and give you a full explanation. Where appropriate, we'll compensate you as a matter of course, 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**, we're here Monday to Friday 9am – 5.30pm, or email [complaints@ecotricity.co.uk](mailto:complaints@ecotricity.co.uk), or write to us (FAO Complaints, FREEPOST ECOTRICITY) or if you are a business, email [business.complaint@ecotricity.co.uk](mailto:business.complaint@ecotricity.co.uk) and we'll assign one of our expert investigators 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 the response or progress of action agreed by your complaint handler, you can ask to have your complaint escalated to one of our case managers.

### Step 4: Independent Help

It's rare for problems to get to this stage, but if your issue hasn't been resolved in eight weeks, or if you're not happy with the conclusion that we've presented following a review of the complaint, we'll let you know how you can get independent help from Ombudsman Services: Energy.

## How to contact us

### By phone

You can call us on 0345 555 7 100 or 01453 761482 if you prefer to call a landline. Our opening hours are Monday to Friday, 9.00am to 5.30pm. If you are a business customer you can call us on 0345 230 6102.

### 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). If you are a business customer you can email us [business.complaint@ecotricity.co.uk](mailto:business.complaint@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, Lion House, Rowcroft, Stroud, GL5 3BY**. If you are a business customer please send to: **FAO Business Complaints, FREEPOST ECOTRICITY, Lion House, Rowcroft, Stroud, GL5 3BY**.

### 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.

## Independent review

It's rare for problems to get to this stage, but if we're not able to sort things out to your satisfaction, 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 are also able to help you at any point after that if you're in need of some independent advice. 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. You can find contact details for [independent help on our website here](#).

## Standards of service

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

We train our awesome customer service team so that they're fully equipped to give the highest level of service – and we rigorously monitor and retest our team 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: **August 2023**