

## Our complaints handling procedure.

If you're not happy, we're not happy. Why? **Because giving you the very best service we can is important to us.**

Below is our complaints handling procedure, which lets you know what you can expect from us and how we handle complaints.

### What is a complaint?

A complaint is any contact from, or on behalf of, a customer or potential customer who is not satisfied with any part of our products or services.

### What to expect.

All of our Energy Specialists are energy experts and go through extensive training to take full ownership of your complaint from start to finish. They're empowered to make decisions in order to provide you with the best possible resolution to your complaint.

### Firstly, tell us about your complaint.

We'll work together to resolve it. Our Energy Specialists aim to find a resolution that works for everyone involved. We'll say sorry, offer to give you an explanation and fix any mistakes. We may also offer you compensation in appropriate circumstances.

We aim to resolve most complaints straight away, but more complex cases might take us longer. Don't worry though, we'll keep you in the loop so you know what's happening and what to expect next.

### How to get in touch.

Send us a message 24/7 on WhatsApp (**0808 501 5200**) or email us at **unhappy@eonnex.com** (we're here to answer you 8am - 10pm everyday). Or call us on **0808 501 5200**, or **0808 501 5699** if you're a business customer, 9am - 5pm Monday to Thursday, and 9am - 4pm Friday.

You can also get in touch at E.ON Next, Trinity House, 2 Burton Street, Nottingham, NG1 4BX.

### Not satisfied with the outcome? Let us try again.

If you feel your complaint isn't being addressed appropriately, you can contact us at **ceo@eonnex.com** to ask for a second opinion from an expert or manager to reach a fair outcome we're all happy with. Together, we'll agree how and when we'll keep you up to date on your complaint's progress.

### The Energy Ombudsman.

Is a free, independent and impartial service. If we don't agree on a resolution, you can contact the Energy Ombudsman if we've sent you a final offer letter or if we haven't resolved your complaint within 8 weeks. Get in touch with them on 0330 440 1624, email [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org), visit [energyombudsman.org](https://energyombudsman.org) or write to PO Box 966, Warrington, WA4 9DF.



The Ombudsman is there to help resolve disputes between energy suppliers and their customers. It is free for you to use their services, and they are totally independent – so they do not take sides, and make their decision based on the information available.

If you agree with their decision, we have to act on what they say. This may mean we have to issue an apology, explain what has gone wrong, correct the problem or give you a financial award. You do not have to accept their decision.

### **Energy Ombudsman complaints and businesses.**

If your business met the definition of a Micro Business or Small Business when you entered into a contract, you're eligible for the Energy Ombudsman support described below. The definitions are:

- **A Micro Business** consumer uses less than 100,000 kWh of electricity a year; uses less than 293,000 kWh of gas a year; or has fewer than 10 employees (or their full-time equivalent) and an annual turnover total not exceeding £2 million.

- **A Small Business** has fewer than 50 employees and an annual turnover of £6.5 million or a balance sheet total of £5 million; or an annual electricity consumption level of 200,000kWh; or an annual gas consumption level of 500,000 kWh

### **Independent help or advice.**

If you're struggling to pay for your energy or need help with an energy problem contact:

**Citizens Advice** - if you live in England or Wales visit [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or call 0808 223 1133 (calls are free). For Relay UK call 18001 then 0808 223 1133 or 0808 223 1144 for Welsh speaking support.

**Advice Direct Scotland** - if you live in Scotland visit [energyadvice.scot](https://energyadvice.scot) or call 0808 196 8660 (calls are free) or for British Sign Language visit [contactscotland-bsl.org](https://contactscotland-bsl.org).

Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice - they can refer you directly to the Extra Help Unit service if you need help with an energy complaint.

### **Good to know.**

We will not respond to mass lobbying campaigns as it affects the overall service our customers expect from us.

While we're working on your complaint, it's important that you continue to pay for the energy you use so you don't build up a debt. We're here to help, so if you need to talk to us about your ongoing payments, please get in touch.