

## Our Complaints Handling Procedure.

### Steps to resolve your complaint

We will handle your complaint fairly, efficiently and in confidence.

To get a copy of “Steps to resolve your complaint” in braille or large print, call us on **0333 202 4422**. We can also provide a telephone translation service.

We may record phone calls from time to time to help improve the quality of our service.

### 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 service. We don't respond to mass lobbying campaigns as it affects the overall service our customers expect from us.

### Resolving your complaint

If you're unhappy with our service, we're sorry and we'd like to put it right. Our customer service team is here to put things right for you as soon as possible. If they can't, they'll connect you with a Complaints Manager, who will look after you until everything is sorted. In order to make things easy for you, your Complaints Manager will let you know how long it should take to resolve your complaint and will agree how and when you'll be updated. The resolution of your complaint might include actions to put our mistake right, an apology, explanation or compensation.

If we've not resolved your complaint within 8 weeks, we'll write to you.

### Still not happy?

You may also have the right to refer your complaint to a dispute resolution service known as the Utilities ADR, a free and independent service. ADR is there to resolve disputes between consumers and energy companies that have not been resolved within 8 weeks, or after we have sent you a Final Resolution Offer Letter (also known as a deadlock letter). This letter describes what we can do to resolve your complaint.

### Need to contact us?

Please use one of the options below:

Email: via [eonenergy.com/contact/complaints](https://eonenergy.com/contact/complaints)

Write: E.ON Energy Solutions, Trinity House, 2 Burton Street, Nottingham. NG1 4BX

Phone: 0333 202 4422



We're here 9am – 5pm Monday to Thursday and 9am – 4pm on Fridays. Calls to 03 numbers from mobiles and landlines charged at local rate. If included in your call package,

## **Learning from complaints**

We're committed to continually improving our customer service, and we take account of any customer complaints to help with this. We may also ask you for feedback on the service you've received. If you have any suggestions or ideas on how we can improve, please let us know.

## **Here is how to get in touch with Utilities ADR**

Phone: 0203 540 8603

Visit: [UtilitiesADR.co.uk](http://UtilitiesADR.co.uk)

Write: Utilities ADR, 12-14 Walker Ave, Stratford Office Village, Wolverton Mill, Milton Keynes, MK12 5TW