

## **Consumer Complaints Code of Practice**

### **1. Introduction**

It's really important to us at Egg to give you the best customer service possible. So if you ever feel we've fallen short of this, please let us know. We want to work with you to put things right and we will always try to use your feedback to improve things for other customers as well.

### **2. Making a complaint**

If you're not completely happy with our service, please let us know as soon as you can. We'll do our best to put things right, so you can carry on enjoying your services again.

#### **How to get in touch**

There are 4 easy ways to get in touch with us.

Please remember to give us your details, including your account number, email, address and contact number when you do, so we can get back to you as quickly as possible.

#### **By phone**

Give our Customer Service team a ring on 0113 8155366. We'll do our best to resolve your complaint on the call, but sometimes we'll need to investigate in more detail and reaching a resolution may take longer.

#### **By email**

Email your complaint to [complaints@crackingenergy.com](mailto:complaints@crackingenergy.com) and a member of the team will aim to respond to you in 3 days. This may take longer in some instances; however, our team will acknowledge your complaint and endeavour to keep you updated with any progress.

#### **Through our website**

On our contact us page you'll be able to submit a support ticket to our team. Let us know what went wrong and what we can do to put this right for you. We always aim to resolve complaints in the first instance and respond within 3 days. In some cases, it can take up to 28 days. This depends on the issues you've raised, as we always try to give your comments the attention they deserve. To help speed up this process, please make sure you answer the Data Protection (DPA) questions accurately.

#### **By post**

It's not as quick, but if you prefer to send us a letter, you can write to us at:

Complaints, Egg, Unit D, Turnkey Park, Royds Lane, Lower Wortley, Leeds LS12 6AD.

Your letter will be acknowledged within 48 hours of receipt, and we aim to resolve all written complaints within 28 days once we've received them.

If we don't hear from you within the 28 days from the date of the letter, we'll take this as confirmation you're satisfied with the resolution, and we'll write to you again to let you know we're closing your complaint.

### **3. Resolving a complaint**

We always look into every complaint and actively work to resolve things to your satisfaction.

We'll let you know as soon as we think we have a resolution. This could be on the original call, if we can sort things out there and then, or if we can't, we'll be back in touch to let you know.

We'll try to contact you by your preferred method first. If this is by telephone, please let us know the best numbers to reach you on. If we can't reach you to let you know about our proposed resolution, we'll email you instead, or if we haven't been able to clear Data Protection - we'll write to your home address. Your case will remain open for 28 days (sometimes longer) so you'll have enough time to review and consider our proposal. If you're happy with the resolution, please let us know so we can close your case down.

If we don't hear from you within the 28 days from the date of the letter, we'll take this as confirmation you're satisfied with the resolution and we'll write to you again to let you know we're closing your complaint.

### **4. If you don't feel your complaint's been resolved:**

When we get your complaint, we'll aim to resolve it to your complete satisfaction. If you don't feel this has been done, you can ask to escalate the issue to a manager. If you call in, a manager may be available to talk to you immediately or they may call you back at a time that suits you. If the manager has to call you back, please let us know which daytime contact numbers work best for you. The manager may get back to you in writing as well. If, after following the process above, you're still not happy with the outcome of your complaint, you can refer it to independent adjudication.

### **5. Independent adjudication**

If we haven't reached an agreed settlement within 8 weeks of receiving your complaint, or we agree in writing before the 8 weeks are up that the dispute should be settled by independent adjudication, we'll send you a letter or email confirming that you have the right to refer your complaint for independent consideration through Alternative Dispute Resolution. This service is absolutely free of charge.



**Here's the contact details of the two adjudication schemes you can use:**

For anything EVC product, installation or service related:

NICEIC Head Office

Warwick House

Houghton Hall Park

Houghton Regis

Dunstable LU5 5ZX

Tel: 0333 015 6625

Email: [enquiries@niceic.com](mailto:enquiries@niceic.com)

[NICEIC's Platinum Promise and Complaints Resolution Process](#)

For anything relating to the finance loan that are financial services complaints:

The Financial Ombudsman Service

Exchange Tower

London E14 9SR

Tel: 0300 1239123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk/consumer/complaints](http://www.financial-ombudsman.org.uk/consumer/complaints)