



# Our Renewables complaints procedure



We're here to help if something goes wrong.

Drax aims to deliver a personalised, efficient and friendly service to every customer. But if things don't run smoothly, we'd like you to let us know so we can put things right and improve in the future.


We believe in being honest and transparent when dealing with complaints - and will always try to ensure the fairest outcomes for our customers.

To let us know about an issue, follow these steps:

## Step 1: Get in touch

Using the details below, contact the Drax Energy Solutions FIT team to let us know why you're not satisfied. We'll discuss how we can help resolve the issue.

Drax Energy Solutions Limited  
The Havens  
Ransomes Europark  
Ipswich  
IP3 9SJ

 0845 040 5795

 [renewables@drax.com](mailto:renewables@drax.com)

 [energy.drax.com](http://energy.drax.com)

Please note our operating hours are 9am to 5pm, Monday to Friday.

If we haven't been able to resolve your complaint within five working days, we'll be in touch every 10 working days (or sooner if we can) until the complaint is resolved.

Resolution may come in the form of an apology, an explanation, appropriate remedial actions or a reward of compensation.

## Step 2: Escalate your complaint

If you're unsatisfied with our Renewables team's progress, you can escalate your complaint. One of our agents will pass your case to a senior member of staff to review. Please email [directorcomplaints@drax.com](mailto:directorcomplaints@drax.com) and we'll respond within five working days.

## Step 3: Further action

If your FIT account issue's still unresolved after eight weeks, or we reach a deadlock, we'll let you know. Depending on the size of your business, you may be able to approach the Energy Ombudsman at this point.

The Energy Ombudsman is an independent body that resolves disputes between customers and energy companies. It's free to use, totally independent and doesn't take sides.

If you agree with its decision, we have to act on its recommendations. The Ombudsman may require us to provide an apology, explanation, corrective action or compensation in certain circumstances.

For more information, go to: [energyombudsman.org](http://energyombudsman.org). Alternatively, you can call 0330 4401624, email [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org) or write to:

Energy Ombudsman  
PO Box 966  
Warrington WA4 9DF

At any stage in the process, Citizens Advice can also help you with your complaint by offering free, confidential and impartial advice. Call 0808 223 1133 or go online at [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy).