

Complaints



Get in touch

We believe in honesty and transparency and always aim for a fair outcome for our customers.

If your complaint is about a broker you work with, please contact them directly. Check the broker complaints section at the bottom of the page for more information.

If you need to make a complaint about us, email or call our contact team between 8.30am and 4.30pm, Monday to Friday. We aim to resolve issues as soon as possible.

Email Us

Call 01473 632598

Export or FiT customer?

If you need to make a complaint regarding your Export or FIT (Feed in Tariff) account, please visit our [renewables complaints page](#).

Write to us

You can also write to us at
Drax Energy Solutions Limited
The Havens
Ransomes Europark
Ipswich
IP3 9SJ

Our complaints process

Step 1

If our Customer Service team can't resolve your complaint within one working day, our Customer Care team will get in touch. This team will then update you every ten working days, or sooner where they 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

If you're unsatisfied with our Customer Care 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 and we'll respond within five working days.

Step 3

If your 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 Energy Ombudsman at this point. See further details below.

Further support

Energy Ombudsman

The Energy Ombudsman provides its services to companies that Ofgem defines as 'microbusinesses' and 'Small Business Consumers'. To be eligible, your business needs to either:

- Use no more than 200,000 kWh of electricity a year
- Have fewer than 50 employees and a yearly turnover of not more than £6.5 million or balance sheet total no greater than £5m

You can [read more about eligibility](#) and the [types of complaint the Energy Ombudsman can help with](#) on the Energy Ombudsman's website.

The Energy Ombudsman's free to use, totally independent and doesn't take sides. If you agree with its decision, we have to act upon its recommendations. The Energy Ombudsman may require us to, where we may not have already, provide an apology, explanation, appropriate corrective action or compensation.

You can contact the Energy Ombudsman as soon as you receive a deadlock letter from us, and for up to 12 months afterwards:

Energy Ombudsman: Energy, PO Box 966, Warrington, WA4 9DF

Tel 0330 440 1624

Email enquiry@energyombudsman.org

Website energyombudsman.org

Please remember to include your Drax account number in all correspondence with the Energy Ombudsman. You can find this number on any of your invoices.

Citizens Advice

Get help with an energy problem

You can get help with energy problems from Citizen's Advice if you're a microbusiness. You can find out if your business is classed as a micro business on the [Ofgem website](#).

This includes issues with your bills or meters, or if you're struggling to pay for your energy. Citizens Advice and Citizens Advice Scotland are the official sources of free and independent energy advice and support for domestic consumers and for microbusiness energy consumers.

Citizens Advice can help you with your complaint at any stage of the process. It offers free, confidential and impartial advice.

England

Tel 0808 223 1133

Website citizensadvice.org.uk/energy

Wales

Tel 0800 702 2020

Website citizensadvice.org.uk/energy

Scotland

Tel 0800 028 1456

Website cas.org.uk

Business Debtline

Business Debtline offers free and independent debt advice over the phone and online.

Tel 0800 197 6026

Website businessdebtline.org

Making a complaint about a broker

If your complaint is about a broker you work with, please contact them directly. Following the recent Ofgem Microbusiness review, all brokers selling to microbusinesses and small business consumers that Drax works with have signed up to the Energy Ombudsman Alternative Dispute Resolution Service and will have a complaint handling procedure. They will be able to manage your complaint going forward.

If your issue's still unresolved after eight weeks, or you reach a deadlock, you may be able to approach the Energy Ombudsman at this point.

The Energy Ombudsman's free to use, totally independent and doesn't take sides. If you agree with its decision, your broker must act upon its recommendations.

Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF

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