



Complaints Charter

It's always our aim to give our customers a great experience. But we understand that sometimes things go wrong and we work hard to make sure they're put right as soon as possible.

If you've had a problem with your account or feel our service didn't meet your expectations, please contact us. If your complaint is about a broker you work with, please contact them directly. All brokers Opus Energy works with have signed up to an Alternative Dispute Resolution Service and will have a complaint handling procedure. They will be able to manage your complaint going forward.

Step 1 - Investigating your complaint

Our specialist Customer Care team are available Monday to Friday, 9am - 5pm. They will work with you to resolve any issues.

t: 0800 630 0841

e: customercare@opusenergy.com

a: Opus Energy House, 8-10 The Lakes, Northampton, NN4 7YD

Once you've made a complaint, we'll acknowledge receipt of your complaint within five working days. If we need more information a member of the team will contact you either by telephone or email.

We'll work with you to take the appropriate action and resolve your complaint. This may include providing an explanation, an apology or, in appropriate circumstances, awarding compensation.

Step 2 - Not happy with our response?

If you're not happy with the solution to your complaint, you can ask the Director of Service's team to review the decision. A member of this team will respond to you within a further five working days.

t: 0800 997 8730

e: directorofservice@opusenergy.com

a: Opus Energy House, 8-10 The Lakes, Northampton, NN4 7YD

Step 3 - Independent review

If you feel we haven't resolved your complaint after steps one and two, you can also get additional support to help evaluate your complaint from the Energy Ombudsman (EO).

We're a member of the EO, an independent body that resolves disputes between energy suppliers and their customers. They might be able to help if you're classed as a microbusiness¹ or a small business consumer². It's free to use their services, they don't take sides, and make their decision based on the information available. We will be required to implement their final decision.

You can get in touch with the EO if **eight weeks** have passed since you first made the complaint to us or you've received a 'full and final position' letter from us (whichever is first). This letter may also be referred to as a deadlock letter and it outlines our final position in relation to your complaint. You have **12 months** from when you receive this letter to refer your complaint to the EO.

EO contact details:

t: 0330 440 1624 - Monday to Friday 8am - 8pm and Saturday 9am - 1pm

e: enquiry@ombudsman-services.org

w: ombudsman-services.org/energy

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

Please remember to include your Opus Energy account number in all correspondence with the EO. This number can be found on any of your invoices.

Additional independent advice

Business Debtline

A charity that's given free, impartial and confidential debt advice to small businesses and self-employed people for over 20 years. You can find out more and chat at businessdebtline.org or call 0800 197 6026 Monday to Friday, 9am - 8pm.

Citizens Advice

A network of independent charities offering confidential and impartial advice online, over the phone, and in person for free. This includes advice on consumer rights on their consumer helpline. Read more at citizensadvice.org.uk/energy or call the numbers below Monday to Friday 9am - 5pm:

- Consumer Service - 0808 223 1133
- Consumer Service Welsh Speaking - 0808 223 1144
- Scottish consumers - visit cas.org.uk or contact your local Citizens Advice Bureau

¹where a business consumes no more than 293,000 kWh of gas or 100,000 kWh of electricity each year or has fewer than 10 employees (or their full time equivalent) and an annual turnover or balance sheet no greater than €2 million.

²where a business consumes no more than 500,000 kWh of gas or 200,000 kWh of electricity each year or has fewer than 50 employees and an annual turnover of €6.5 million or a balance sheet no greater than £5 million