



Making a positive difference
for energy consumers

How to complain

This guide leads you through the steps to take if you're unhappy with the service from your energy company.

We don't deal directly with consumer complaints, but this leaflet tells you who to speak to instead.

Who should I talk to?

There's a clear pathway to follow when it comes to complaining about your energy company.

1. Contact your energy company directly
2. **Talk to them** – tell your company the problem and what you'd like them to do
3. **Get supported** – the Citizens Advice consumer network can help you
4. **Take it further** – Ombudsman Services: Energy can take your complaint further (we'll explain more later in this leaflet)



Now you know the pathway, let's get started

1. **First steps** – the phone number and the website details for your energy company will be on your bill.
2. **Talk to them** – this is your opportunity to get your energy company to sort out the problem for you. Tell them what's gone wrong and what you want them to do about it.
3. **Get supported** – the Citizens Advice consumer service can help you through the process if you can't find the energy company's details or need support. They will give you information and advice, and lend you their expertise if you need it.



You can call Citizens Advice on **03454 04 05 06**
or visit their website: www.citizensadvice.org.uk

My complaint isn't resolved. What can I do?

If you haven't been able to get a satisfactory answer to your complaint within eight weeks of contacting your energy company, or they say it's "deadlocked" (if they believe there is no more they can do) you can contact Ombudsman Services: Energy (OS:E). Your energy company should write to you at eight weeks or deadlock to tell you how to do this.

OS:E is a free independent scheme set up to investigate complaints from domestic consumers that the energy company can't resolve (after eight weeks or deadlock). OS:E can require the company to correct the problem, apologise, explain what happened, and make a financial award. Its decisions bind the energy company but not the consumer.



Ombudsman Services: Energy on **0330 440 1624** or visit their website: www.ombudsman-services.org/energy.html

What's Ofgem's role in complaints?

Ofgem doesn't have a direct role in dealing with individual disputes between customers and energy companies. We collect information from a range of sources as part of our market monitoring activity, and keep markets under review to ensure that all licensees comply with the relevant legislation and licence obligations. If you want to find out more about how we do this, please look at our factsheet "Protecting customers: Ofgem's enforcement powers".

www.ofgem.gov.uk/ofgem-publications/64011/factsheet-113-enforcement.pdf





Further information

Visit our website: www.ofgem.gov.uk/information-consumers/domestic-consumers/making-enquiry-or-complaint

If you need advice about your energy bills, visit your local Citizens Advice Bureau or www.adviceguide.org.uk

Or contact the Citizens Advice consumer service on **03454 04 05 06** (English language) or **03454 04 05 05** (Welsh language).

For textphone, dial **18001** followed by the helpline number.