

Steps to resolve your complaint

For Heat customers

What counts as a complaint?

A complaint is any contact from, or on behalf of, a customer or potential customer who is not satisfied with any part of our service.

Resolving your complaint

Sometimes we get things wrong; please tell us because we really want to put things right.

Our team are trained to put things right for you straight away. If they can't, they'll connect you with a Resolution Manager, who is dedicated to fixing the problem for you.

The resolution of your complaint might include actions to put our mistake right, an apology, an explanation and compensation. We aim to resolve the majority of complaints within five days. We expect to be able to resolve most other complaints within three weeks, but we'll tell you if we can't.

Reviewing your complaint

If you're not satisfied that we've sorted it out, or you're not happy with how we've dealt with things, we'll carry out an internal review of your case. We'll look into how we've handled it and the resolution offered. We'll let you know what the outcome of the review is and the reasons for our decision. It normally takes less than five working days to carry out the review. If we agree to carry out other actions following the review we'll let you know how long it is likely to take.

We aim to make sure that we handle all complaints fairly and efficiently.

You can contact us using one of the options below

- Call **0345 302 4312**
- Visit **heat.eonenergy.com**
- Email **heat@eon-uk.com**
- Write **E.ON Heat Team, Waterfront House, Little Oak Drive, Annesley, Nottingham, United Kingdom, NG15 0DS**
- Minicom **0800 056 6560** textphone suitable for deaf customers



Call **0345 302 4312** to get a copy of this leaflet in braille or large print. We also provide a telephone translation service.

We record all phone calls to help improve the quality of our service.

Independent sources of help

The Ombudsman Services: Energy

The Ombudsman offers an independent service which is free to use. If you don't accept the outcome of our internal review, you can contact the Ombudsman. If your complaint is less than eight weeks old, we will send you a 'deadlock letter' explaining what to do. If we have sent you a deadlock letter or if we have not resolved your complaint within eight weeks, you can contact Ombudsman Services: Energy on:

Call **0330 440 1624**
Email **enquiries@os-energy.org**
Visit **www.ombudsman-services.org/energy**
Write **Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF**

The Energy Ombudsman will carry out an independent investigation on your behalf. Any decision reached by the Ombudsman that you accept is binding on us, but not on you.

As part of resolving your complaint they may ask us to do one or more of the following: apologise, give an explanation, take action to correct things for you, or award compensation.

Guaranteed Standard of Service

Our Guaranteed Standards of Service are a set of promises for the way we do things, and guarantee that you receive compensation if we don't meet those standards.

If you'd like more information on these standards, please contact us or visit heat.eonenergy.com

Learning from complaints

We are committed to continually improving our service and use the information provided in customer complaints to help support this.

We also want to know what you think about the service we offer, so from time to time we may contact you to ask for feedback on your experiences.

If you do have any suggestions on what we can do better, please let us know.

The following organisations may be able to offer you specialist advice and information.

Age UK

Age UK is the country's largest charity dedicated to helping everyone make the most of later life.

Call **0800 169 6565**
Visit **ageuk.org.uk**

Energy Saving Trust

The Energy Saving Trust is organised as a social enterprise with charitable status. It gives independent and impartial advice to communities and households.

Call **0300 123 1234**
Visit **est.org.uk**

The Disabled Living Foundation

This is a national charity that provides impartial advice, information and training on daily living aids.

Call **0300 999 0004**
Visit **dlf.org.uk**

Citizens Advice Consumer Service

For free, independent, confidential and impartial advice on consumer issues you can contact the Citizens Advice Consumer Helpline.

Call **0345 404 0506**
Visit **adviceguide.org.uk**

National Debtline

The helpline that provides free confidential and independent advice on how to deal with debt problems

Call **0808 808 4000**
Visit **nationaldebtline.co.uk**