



# Handling Your Enquiry Or Complaint



Customer Service  
Code of Practice

This code of practice explains all you need to know about making an enquiry or complaint and how we will respond to you.

This code can be made available on request in large print and also on audio cassette.

If your complaint relates to the distribution of your electricity, or the network, you can contact them directly by obtaining the details of your local distribution company from your ecotricity bill, our website or via Yellow Pages.

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## **Making an enquiry or complaint**

If you are unhappy with any aspect of our service, please tell us about it and give us the chance to put things right.

### **How to contact us:-**

#### **By telephone – 0845 555 7100**

Calling a member of our customer contact team with details of your enquiry or complaint is probably the quickest and most convenient way. We will take full details of your enquiry or complaint and will strive to solve it straight away. If this is not possible, we will let you know what action we need to take to fully resolve the concerns you raise and we will keep you informed of our progress.

Our working hours are as follows: Monday - Friday: 08:30 – 17.30

#### **In writing:-**

If you prefer to write to us with details of your enquiry or complaint, please address all correspondence to:

Customer Champion, Ecotricity, Unicorn House, Russell Street, Stroud, Gloucestershire, GL5 3AX

#### **By e-mail:**

Our e-mail address for general enquiries is [home@ecotricity.co.uk](mailto:home@ecotricity.co.uk) if you have a complaint use [customer.champion@ecotricity.co.uk](mailto:customer.champion@ecotricity.co.uk).

#### **Our website:**

Complete the form on our website:

<https://www.ecotricity.co.uk/customer-service/when-something-goes-wrong>

#### **By Fax:**

If you prefer to fax your letter of complaint to us, our fax number is 01453 756 222, please address your letter to our 'Customer Champion'.

### **In person:**

Exceptionally, we can arrange for you to attend one of our offices in Stroud if you would prefer to discuss your concerns face to face, just let us know.

### **What you can expect from us following an enquiry or complaint**

#### **We promise that:-**

- We will do our best to resolve your enquiry the first time you contact us.
- We will explain any action we intend to take to resolve your enquiry, advising you of the timescale involved.
- If we need more time to look into your query, we will keep you informed about our progress, usually by telephone.
- We will treat you with fairness and courtesy at all times.
- All personal and financial details you provide will be treated in confidence.
- If you are making a complaint we will aim to provide you with a full response within 10 days. If we are not able to fully resolve the concerns you raised within this time, we will provide you with a resolution plan and keep you fully informed of our progress.
- If you are not satisfied with the way we handle your enquiry or complaint, we will tell you what other steps you can take – see page 5 for more details.

#### **What you can do to help us maintain your account accurately:-**

- Allow our meter readers access to your home, when required.
- Provide your own meter readings if you miss the meter reader or receive an estimated bill. You can do this online at [www.ecotricity.co.uk](http://www.ecotricity.co.uk), by phone to 0845 555 7 400 or by post.
- Contact us immediately on 0845 555 7 200 if you do not agree with a bill.
- Let us know as soon as possible if you think your meter is faulty.
- Contact us immediately on 0845 555 7 300 if you are having difficulty paying your bill, so we can offer help and advice.
- If you are planning to move home call us on 0845 555 7 500.
- If you move into a new home where we are the supplier, please let us know as soon as possible so that we can set up an account for you 0845 555 7 100.
- Ensure we are advised of any change in your contact details.

## **Resolving your enquiry/complaint:**

**Level 1- The vast majority of enquiries/complaints are resolved at this stage.**

When you contact us about your enquiry or complaint, we will strive to resolve it straight away, even if your contact is by telephone. A member of our customer contact team will take your details and advise you of any immediate action that can be taken to resolve your enquiry.

If we can't resolve your enquiry/complaint immediately, for example because your account requires a more in-depth investigation, your account will be escalated to our Customer Champion.

## **Level 2 - Referral to our Customer Champion**

The basic concept of this role is to champion our customers and their interests inside our organisation. To talk to them, listen to them and investigate and resolve their issues in a fair and even handed way. The Customer Champion will also feed back information to ecotricity to allow us to improve the way we do things: to improve the customer experience and reduce complaints.

The Customer Champion reports directly to the managing director, but sits outside of the organisation giving a unique opportunity to talk to customers and see things from their perspective. We believe that this is vital in enabling us to really improve the service that we give. After all, it's the customer that ultimately judges if we're getting it right. What may be obvious to us in the industry for example, may be far from so for our customers: we need to see it from their perspective.

In any organisation, mistakes can happen, problems will occur, and it's how we respond that really matters – how we deal with problems. And this is the philosophy that underpins our approach to customer service. The Customer Champion is our frontline response when something has gone wrong.

Each complaint is reviewed on a case-by-case basis. The likely outcomes are an apology, an explanation, remedial action, interest free payment plans for any debt and, in cases of financial loss, compensation. You can either choose to accept our final offer or ask the independent Energy Ombudsman to review your case.

### **Level 3 - Independent Review**

We will always try to resolve a problem to your satisfaction, so if you are not happy with our response to your complaint, please tell us.

If we can't reach an agreement with you, you may be able to escalate your complaint to the Energy Supply Ombudsman, which is an independent body that resolves billing and transfer issues between customers and their energy suppliers. Please visit <https://www.ecotricity.co.uk/customer-service/when-something-goes-wrong> for full details. The Ombudsman can award similar types of remedy to Ecotricity – see page 6 of their annual report 2011 for amounts awarded - [Energy Ombudsman Annual Report 2011](#). The outcome of an Ombudsman investigation is binding upon the supplier but not the consumer.

### **Standards of service**

As part of our Supply License, we are legally obliged to meet guaranteed standards relating to billing, metering and customer enquiries.

All of our staff are carefully selected and given extensive training to help ensure that you receive the highest level of customer service. Our customer contact team are also rigorously monitored and retested on their competencies throughout each year, to enable us to deliver a consistent, high quality standard of service to our customers.

The industry's Guaranteed and Overall Standards of Service cover the activities of your local network operator. The network operating company owns the local distribution system, which we use to transport electricity from the National Grid to your home. Our industry regulator OFGEM (The Office of Gas and Electricity Markets) ensures that the network operators comply with these standards. Details of the required standards are shown here on Ofgem's site [Table of Guaranteed Standards](#)

