



How do I make a complaint?

Firstly, we're sorry if there is something you're not satisfied with. As a supplier striving to be a champion for all our customers, we want to make sure everyone is happy.

If you do have an issue and need to make a complaint our complaint policy is below:

Step One: Let us know about the problem

You can do this verbally either over the phone on **0131 285 5510** or pop into our office if it's easier! We're open from 9.10am to 5pm Monday to Friday.

If you prefer you can email us at: **customerservices@peoplesenergy.co.uk**

Or, send a letter to:

The People's Energy Company
Stuart House, Eskmills Park, Station Road
Musselburgh
EH21 7PB

We'll respond to you as soon as we can and will try to resolve every complaint the first time you contact us. If it's a straightforward problem we aim to sort this out within 5 working days, for things that are a bit more complicated it may up to 8 weeks for this to be resolve.

Our resolution may include some of the following:

- *An apology*
- *An explanation as to what went wrong*
- *Actions to resolve the problem and an explanation about what we have done to fix the problem*
- *A gesture of goodwill or compensation if this is appropriate*

Step Two: If your unsatisfied about the resolution of your complaint

We'll do everything we can to resolve any issues you have, however, if you are unhappy with the resolution offered you have the right to escalate your complaint to a Team Leader.

The Team Leader will review the complaint to make sure we're doing everything we can and will try to resolve this for you.

As a final escalation if you are still not happy with resolution from the Team Leader you can request a further review by a senior manager. They will assess the complaint and either come back to you with an alternative resolution or alternatively refer you to the Energy Ombudsman service.

The Ombudsman will review the facts of the complaints and propose a resolution. If you accept the resolution, we are bound by the decisions they make. You, the customer, are not. You can call them on 0330 440 1624 (9am to 5pm Monday to Friday), email them at osenquiries@os-energy.org or visit ombudsmanservices.org/energy

Independent advice:

If you would like to seek independent advice you can contact the Citizens Advice Bureau, it's a free service to make sure you know your rights! You can also contact the Citizens Advice if your struggling to pay you bills. Visit their website: citizensadvice.org.uk or contact them on telephone: **03454 04 05 06** or Textphone: 18001 03454 04 05 06
Monday to Friday, 9am to 5pm