



If something's wrong, let us know and we'll put it right

We always want to give our customers the best service possible, even when things don't go to plan. If this happens, it's our job to put things right.



Contact us to make a complaint

You can get in touch by phone, email, or post. All phone lines are open Monday to Friday, 9am to 5pm (closed on bank holidays)



Solar panel and battery systems

Phone: 0330 102 7416
Email: solar@ovo.com



EV chargers

Phone: 0330 303 5059
Email: electricvehicles@ovoenergy.com



Heat pumps

Phone: 0333 034 1565
Email: heatpumps@ovo.com
Post: Zero Carbon Living Product
Complaints OVO Energy PO BOX 5280
Worthing BN11 9RG

If you have a complaint about a finance or lease agreement you should contact the provider directly.
If your complaint is about the arrangement of finance or a lease agreement then please use the contact details above. Your complaint will be passed on to a complaints handler within our Customer Relations Team as they are specifically trained to handle these types of complaints.

How our complaint process works

Looking into your complaint.

When you first contact us, we'll ask for:



Your name and address



The best way to contact you



Details of your complaint



What you'd like the outcome to be

We'll record what's gone wrong, and pass your complaint over to a specialised team.

Our Customer Relations Team will make contact with you within 2 working days to acknowledge your complaint and ensure you are provided with a copy of our complaints process and escalation rights.

Your complaint will then be allocated to a complaint handler who will contact you within 5 working days. This does not affect your statutory rights.

Escalating your complaint

What to do if you're not happy with the outcome

We'll do our best to help out by resolving your complaint fairly and quickly.

Once we have completed an investigation, we'll provide a final response letter outlining our decision and the reason behind it.

We'll ensure you are kept updated on the progress of your complaint throughout the investigation.

However, if you're not happy with our final response, or in the unlikely event that it's taken more than 8 weeks to provide you with a final response, you may escalate your complaint.

You can refer it to the Financial Ombudsman Service (FOS) who can be contacted at:

- Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- Email: complaint.info@financial-ombudsman.org.uk
- Telephone: 0800 023 4567 or 0300 123 9123
- Web: www.financial-ombudsman.org.uk

