



# If we've got something wrong, let us know so we can put it right

We want to make sure we're giving our customers the best service possible. But sometimes things don't go to plan. If this happens, we want to put it right for you as quickly as we can, and learn from your feedback.

## Let us know if you have an issue

A member of our expert team will try to solve the problem straight away wherever possible. We'll say sorry if we've made a mistake, explain what went wrong, and fix any issues. If it's appropriate, we might offer compensation to help make it up to you.

Pay Monthly phone	0330 303 5063
Pay As You Go phone	0330 175 9669
Email	<a href="mailto:complaints@ovoenergy.com">complaints@ovoenergy.com</a>
Webchat	<a href="https://ovoenergy.com/chat-now">ovoenergy.com/chat-now</a>
Post	OVO Energy, 1 Rivergate, Temple Quay, Bristol, BS1 6ED

## How the complaints process works

### Stage 1: Looking into your complaint

When you contact us, it's really important we find out as much as we can about the problem.

So we'll need:

- Your details (including your account number)
- Some background information
- It's also helpful for us to know how we can put things right

We will:

- Do our best to find out what went wrong
- Explain what happened and how we'll fix the issue
- Ask if you're happy with our resolution

And if you're happy, we'll close your complaint once we've worked through everything that's been agreed.

## Stage 2: Escalating your complaint

We'll escalate your complaint to our specialist team if:

- We can't resolve your complaint in a day or two
- You're unhappy with what we've suggested
- The issue is more complicated

Our expert complaint handlers can speak to people across the business to find the best possible outcome. They'll contact you to make sure they understand your complaint, and how we can put things right.

They will:

- Do their best to solve the problem quickly
- Keep you updated along the way
- Explain what needs to be done and how long it should take

## Stage 3: Going to the Ombudsman

You can take your complaint to the Energy Ombudsman if:

- We can't agree a way forward
- You're unhappy with our final response
- Your complaint is taking longer than 8 weeks to resolve

The decision to contact the Ombudsman is up to you. You don't have to take this route if you'd rather we continued to work on a resolution.

The Ombudsman is an independent and free service. They review all the steps we've taken to try and fix the issue. If they think we've fallen short, they'll tell us what we're required to do.

This can include:

- An explanation
- An apology
- A specific action, such as giving compensation

You don't have to accept their decision, but we do.

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## Energy Ombudsman

Phone	0330 440 1624
Email	<a href="mailto:enquiry@ombudsman-services.org">enquiry@ombudsman-services.org</a>
Website	<a href="http://ombudsman-services.org">ombudsman-services.org</a>
Post	Ombudsman Service: Energy, PO Box 966, Warrington WA4 9DF

## Other obligations

If any part of your complaint is that we haven't met our sales and marketing obligations, we'll compensate you appropriately and in line with regulatory standards.

## Internal review

You can request an internal review if you're not happy with the way your complaint has been handled at any stage of the process. This includes where you've agreed to a resolution but feel that it might not be the right outcome.

## Other sources of help

### Citizens Advice

If you need independent advice, are struggling to pay your energy bills, or you have a problem with your meter, you can contact **Citizens Advice**.

**Website:** [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)

**Phone (England and Wales):** 0808 223 1133

**Relay UK:** 18001 followed by 0808 223 1133

**Welsh language service:** 0808 223 1144

Monday to Friday, 9am to 5pm. Calls are free.

### Advice Direct Scotland

Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy support.

**Website:** [energyadvice.scot](https://energyadvice.scot)

**Phone:** 0808 196 8660

Monday to Friday, 9am to 5pm. Calls are free.

### StepChange (debt support)

If you're struggling financially, the charity StepChange can offer you free and independent debt advice.

**Website:** [stepchange.org](https://stepchange.org)

**Phone:** 0800 138 1111

Monday to Friday, 8am to 8pm, Saturday, 8am to 4pm

### National Debtline (debt support)

National Debtline is a charity run by the Money Advice Trust. They can also help you with debt support.

**Website:** [nationaldebtline.org](https://nationaldebtline.org)

**Phone:** 0808 808 4000

Monday to Friday, 9am to 8pm, Saturday, 9.30am to 1pm

### Energy Saving Trust (energy efficiency advice)

Energy Saving Trust can provide energy efficiency advice to help you save on your bills.

**Website:** [energysavingtrust.org.uk](https://energysavingtrust.org.uk)

**Phone (England):** 0800 444 202

**Phone (Scotland):** 0808 808 2282

**Phone (Wales):** 0808 808 2244

**Phone (Northern Ireland):** 0800 111 4455