

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

If you have a complaint about a finance or lease agreement you should contact the provider directly.

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 who handle complaints related to finance agreements or leasing complaints.

Could add here - "If your complaint is about the arrangement of finance or a lease agreement 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."

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.

There may be some instances when the complaint falls within the scope of the Financial Ombudsman Service (FOS). This will be if you have a complaint regarding the financing or leasing of a product or service.

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 more than 8 weeks since we've responded, 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