



# 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 them right.

## Contact us to make a complaint

You can get in touch by phone, email, or post:

### Solar panel and battery systems

Phone:

**0330 102 7416**

Email:

**solar@ovo.com**

### Heat pumps

Phone:

**0333 034 1565**

Email:

**heatpumps@ovo.com**

### Vehicle-to-Grid

Email:

**v2g@ovoenergy.com**

### Smart Home trials

Email:

**smarthometrials@ovoenergy.com**

### EV chargers

Phone:

**0330 303 5059**

Email:

**electricvehicles@ovoenergy.com**

### Energy Experts

Phone:

**0333 034 1562**

Email:

**energy.experts@ovo.com**

### Charge Anytime promotions

Phone:

**0333 034 1613**

Email:

**chargeanytimepromo@ovo.com**

All our phone lines are open from Monday to Friday, 9am to 5pm (closed on bank holidays).

Post:

**Zero Carbon Living Product Complaints**

**OVO**

**PO Box 5280**

**Worthing**

**BN11 9IRG**

## How our complaint process works

### Stage 1: Looking into your complaint

When you get in touch with 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 find out what's gone wrong, explain how this happened, and offer a resolution. If you're happy with our suggestion, we'll do everything we've agreed and then close your complaint. We'll always aim to resolve complaints the same day we get them, but some might take longer to look into.

### Stage 2: Taking your complaint further

We'll raise the issue with our specialist team if:

- We're not able to resolve your complaint
- You're not happy with what we've suggested
- The problem becomes more complicated

Our team will contact you to make sure they understand your complaint. Then they'll speak to the right people at OVO, and try to solve the problem as quickly as possible. They'll always explain what needs to be done and how long it should take.

## For complaints about heat pumps, solar panels, and EV chargers

You can get support from the Home Insulation & Energy Systems Contractors Scheme (HIES). They offer a free mediation service that helps both parties come to an agreement.

Post:  
**Centurion House**  
**Leyland Business Park**  
**Centurion Way**  
**Farington**  
**Leyland**  
**PR25 3GR**

Online complaint form:  
**HIES Complaint Form**

Phone:  
**0344 324 5242**

Email:  
**info@hiesscheme.org.uk**

## If you have a complaint about Energy Experts

You can get in touch with Elmhurst Energy. They're a leading government-approved body that's authorised to accredit energy assessors. They also offer a free mediation service.

Post:  
**16 St Johns Business Park**  
**Lutterworth**  
**LE17 4HB**

Online complaint form:  
**<https://form.jotform.com/210493422106041>**

Phone:  
**01455 883 250**

Email:  
**enquiries@elmhurstenergy.co.uk**

## More ways you can get help

All of the services below offer free, independent advice.

## Citizens Advice

### If you live in England or Wales:

Go to [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or call **0808 223 1133**, Monday to Friday, 9am to 5pm. Relay UK: **18001** followed by **0808 223 1133**. To contact Welsh-speaking adviser call **0808 223 1144**. Calls are free.

### If you live in Scotland:

Go to [energyadvice.scot](https://energyadvice.scot) or contact Advice Direct Scotland on **0808 196 8660**, Monday to Friday, 9am to 5pm. Relay UK: **18001** followed by **0808 196 8660**. Calls are free.

### For British Sign Language enquiries:

Go to [contactscotland-bsl.org](https://contactscotland-bsl.org).

## StepChange (debt support)

Call **0800 138 1111** from Monday to Friday, 8am to 8pm, and on Saturdays from 8am to 4pm.

## Energy Savings Trust (energy efficiency advice)

Call:

**0800 444 202** (England)

**0808 808 2282** (Scotland)

**0808 808 2244** (Wales)

**0800 111 4455** (Northern Ireland)

## National Debtline (debt support)

Call **0808 808 4000** from Monday to Friday, 9am to 8pm, and on Saturdays from 9.30am to 1pm.

