

Complaints Procedure

As a company we are constantly striving to improve our service to you. If you are not happy with the level of service you have received then we want to address this for you as quickly as possible. We take complaints very seriously and we will follow the process shown below to resolve your issue.



The Energy Ombudsman

*If you do not agree with our final response or we have not resolved your complaint within 8 weeks, you can take your issue to the Energy Ombudsman who offer a free and independent service. Details of who can use this service are available on their website

www.ombudsman-services.org or contact them below.

Ombudsman Services: Energy
PO Box 966
Warrington
WA4 9DF

Phone: 0330 440 1624
email: osenquiries@os-energy.org