

Making a complaint for Residential customers

Contact our Customer Services Team

It's really important that you're happy with the service that we give you. So, if something's gone wrong, we want to hear from you. Please let our Customer Services Team know what's happened and they'll do everything they can to put things right. Our friendly advisers have all the skills – and the determination – to fix your problem quickly.

If they can't sort the problem straight away, they'll let you know how long it might take and give you updates along the way. You'll also get a complaint reference number.

Call: 0333 200 5100, open Monday to Friday 8am to 6pm and Saturday 8am to 2pm

Message: SMS (07445 118556) or WhatsApp (07480 802942)

Email: customer_correspondence@EDFenergy.com

Write: FREEPOST: EDF CUSTOMER CORRESPONDENCE

Visit one of our offices: If it's more convenient you can visit any of EDF's customer service offices, where staff are trained in dealing with customer enquiries and issues. If you'd like to pop by in person, visit www.edfenergy.com or call 0333 200 5100 to find the address of your nearest office.

Have you already been in touch with Customer Services – but still not happy?

Sorry our Customer Services Team couldn't help you this time. Our Complaints Team can take a fresh look at your problem.

Please have your complaint reference number ready. If you don't have one, it might be best to get back in touch with the Customer Service Team first.

Call: 0333 200 5101, open Monday to Friday 8am to 5pm

Email: ComplaintResolution@edfenergy.com

Write: FREEPOST: EDF COMPLAINTS RESOLUTION

What happens if you can't sort my complaint within eight weeks?

We're confident that our Complaints Team can help you before the eight weeks is out – and that we won't have to send you a 'deadlock' letter. But if we can't, we'll send you a letter with the telephone number of our Specialist Complaints Team – they have the expertise to fix even the trickiest of problems.

If you're still not happy after speaking with our Complaints Team, you can also email our CEO, Simone Rossi. He cares about your issue and will work with his senior team to put things right.

Please email SRossi@edfenergy.com – include your account number, complaint reference number, contact details (including your home address) and details of your problem.

Independent Advice:

We really want to help you with your complaint and feel confident that we'll be able to help. But sometimes you might want free, independent advice.

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use.

If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on 0808 223 1133. Calls are free.

If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on 0808 196 8660. Calls are free.

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

What happens if we can't solve your problem?

We'll do everything we can to fix your problem, but we know this isn't always possible. If it's been eight weeks since you first made your complaint – or we've given you a 'deadlock' letter – please get in touch with our Specialist Complaints team (we'll send you their number if we've reached this stage).

You can also contact Ombudsman Services: Energy. They provide a free and independent service to resolve your complaint. After looking at every detail of your case, they'll decide on a final outcome. Their decision will be based on the facts available. This can take up to 12 weeks. If the Ombudsman finds we haven't acted correctly, they'll tell us what we need to do to put things right. We might have to give you an explanation, an apology, or act to correct the problem. They might also recommend we give compensation. The decision they make is binding on us – but not on you. You can call them on 0330 440 1624 (9am to 5pm Monday to Friday), email enquiry@ombudsman-services.org or visit ombudsman-services.org/energy.

Don't forget you can email our CEO, Simone Rossi. He cares about your issue and will work with his senior team to put things right.

If you would like this booklet in different format such as braille, audio or in a different language please call 0800 269 450. This booklet is our Complaints Handling Procedure as required by The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.

Calls to UK wide numbers are included in any inclusive call plan you may have. If you don't have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you're unsure.

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