

Good Energy's Complaints Code of Practice

Introduction

We aim to provide customers with the best possible service.

Our customer care team, based at our Chippenham offices, provides a friendly, practical and personal service, where nearly every call is answered straight away, by a person. Please speak to us if you have any questions about your account and we'll be happy to help.

How to contact us

The quickest and easiest way that we can resolve any query you may have is for you to contact us directly. Calling us is quickest, but if you'd prefer to write down your concerns, our details are below:

- Call us on 0845 601 1410 or 01249 766 090
- Email us at customerservices@goodenergy.co.uk
- Write to us at Good Energy, Monkton Reach, Chippenham, Wiltshire, SN15 1EE
- You can also reach us through our website www.goodenergy.co.uk.

We're open from 8.30am to 5.30pm Monday to Friday, except bank holidays.

Independent help and advice

There may be occasions where you would prefer to seek the advice of somebody impartial and independent.

Consumer Direct is the government-funded telephone and online service offering information and advice on consumer issues. Consumer Direct is funded by the Office of Fair Trading and delivered in partnership with Local Authority Trading Standards Services.

Phone – 08454 04 05 06

Website – www.consumerdirect.gov.uk

Our complaints process

Although we do our best to prevent them, mistakes can happen and problems occasionally occur.

At Good Energy we aim to be straightforward and honest in the way we respond to and resolve customer concerns. We have an excellent track record with our customer service and have invested in a Customer Care Academy to continually improve it.

While our Customer Care team is trained to give you the best service possible, there could be circumstances where you may be unhappy with a resolution provided – if this happens one of our Team Leaders or the Customer Care Manager will look at your complaint and propose a resolution.

If our actions have caused you unnecessary distress or you have suffered financial loss though no fault of your own then we will always offer an apology and an explanation of the actions we will take to ensure nobody else experiences the same issues. Where necessary we will also offer an interest-free payment plan and/or possibly compensation for any failures on our part.

We aim to review your complaint and propose a resolution within 5 working days of receipt of your complaint – here's how we get there.

Step 1

In most cases we will be able to resolve your complaint within 48 hours of receiving your call, email or letter. If we are unable to resolve it immediately, we pledge to offer you a solution within five working days. It will help us to resolve problems more quickly if you always provide a daytime telephone number that we can contact you on.

Step 2

In some cases, more complex issues may take slightly longer to resolve. This may be because we need to contact outside agencies or other suppliers, and many queries require meter readings or if we think a meter is faulty we will need to liaise with our external metering partners and engineers.

In such cases, we will write to you within 5 working days to let you know what is happening. If we think a complaint will take longer than 5 working days to resolve we will do our best to keep you updated until we have achieved a mutually satisfactory resolution.

If at any point you remain unhappy with the resolution we have proposed you can contact our management team at ccmanager@good-energy.co.uk.

Step 3

We understand that in some circumstances customers may be unhappy with the resolution that Good Energy proposes. If this is the case, we are required by our regulator Ofgem to reach a satisfactory resolution within 8 weeks.

If we have not resolved the issue after 8 weeks then we will write to you to explain how you can contact the Energy Ombudsman.

The Energy Ombudsman will carry out an independent review of the situation and make a recommendation, which if accepted, is legally binding on Good Energy.

The Energy Ombudsman can be contacted as follows:

Monday to Friday 9am - 5pm

- Phone: 0845 055 0760 or 01925 530 263
- Fax: 0845 055 0765 or 01925 530 264
- Textphone: 18001 0845 051 1513, or 18001 01925 430 886
- In writing at: Energy Ombudsman, PO Box 966, Warrington, WA4 9DF
- Email: enquiries@energy-ombudsman.org.uk
- Web: www.energy-ombudsman.org.uk

Thank you for reading our complaints Code of Practice. If you have any comments please write to our Customer Care Manager at Good Energy, Monkton Reach, Chippenham, SN15 1EE.