

Good Energy's Complaints Code of Practice

Good Energy aims to provide customers with the best possible customer service experience. Our customer care team in Chippenham 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.

In comparison with many other electricity suppliers, our customer service performance has been consistent, with relatively low levels of complaints. Between 2004 and 2007, as our customer numbers have grown we've seen three years of decreasing numbers of complaints. This doesn't mean that we can be complacent - we want you to receive the best service possible.

Contact us...

The quickest and easiest way that we can resolve any complaint that you may have, is for you to get straight in contact with us. Calling us is quickest, but if you'd prefer to write down your concerns, all of our details are below:

Call us:

0845 601 1410 or 01249 766 090

We're open from 8.30am to 6.30pm Monday to Friday, except bank holidays

Email us:

customerservices@good-energy.co.uk

Write to us:

Good Energy
Monkton Reach
Chippenham
Wiltshire
SN15 1EE

You can also reach us through our website www.good-energy.co.uk.

Consumer Direct

For clear, practical consumer advice you can contact Consumer Direct on 08454 04 05 06 or visit www.consumerdirect.gov.uk.

The complaints process

Our Customer Care team is trained to give you the best service possible. There are some circumstances where your query needs to be escalated, or you may be unhappy with a resolution provided – if this happens one of our Senior Customer Care Advisors or Customer Care Managers will look at your complaint and propose a resolution.

We aim to have completed a review of your complaint and proposed a resolution within 10 days of receipt – here are some steps on how we get there:

Step 1 – Resolved by the end of the next working day

When you call us, our aim is to resolve things with you immediately. If we are unable to resolve things then-and-there, your complaint will begin the escalation process. If you write to us, we aim to resolve your query before the end of the following working day after receiving your letter or email. We may have to contact you over the phone to ensure a speedy resolution to your complaint, so please provide a day time contact number.

If we can't find a suitable resolution to your complaint by the end of the next working day, we will proceed onto the next step.

Step 2 – To resolve within 10 working days

If we aren't able to find a resolution to your complaint within 48 hours, our aim is to ensure that we do everything possible to resolve your query as quickly as possible. In some circumstances, we may have to deliberate on some complex issues or get information from third parties – so we aim to get a resolution to you within 10 working days.

Step 3 – To resolve as soon as possible

There are simply some circumstances where we won't, despite our best efforts, be able to find a suitable resolution within 10 working days – many queries involve meters, meter readings or require fixes to be made. Most of these require coordination with external metering companies or engineers, so will take a little longer to get to the bottom of the problem and fix it.

We aim to do our best to ensure that we do everything possible to resolve your query. We'll keep you informed of the progress we're making and present you with the resolution as soon as one is available.

Step 4 - The Energy Ombudsman

We understand that in some circumstances customers may be unhappy with the resolution that is proposed. If this is the case, we're in what's known as a 'deadlock'. We have up to 12 weeks to reach a satisfactory resolution, although we always try to reach this within a maximum of 2 weeks. If we reach 12 weeks without resolving the situation we will write to explain that we believe we have reached 'deadlock' and will refer the situation to the [Energy Ombudsman](#).

The Energy Ombudsman will carry out an independent review of the situation and make a recommendation. The Energy Ombudsman can be contacted as follows:

Monday to Friday 9am - 5pm

Phone: 0845 055 0760, or 01925 530 263 or 0330 440 1624

Fax: 0845 055 0765, or 01925 530 264 or 0330 440 1625

Textphone: 0845 051 1513, or 01925 430 886

Energy Ombudsman

PO Box 966

Warrington

WA4 9DF

www.energy-ombudsman.org.uk