

Making a complaint for Residential customers

Making a complaint

Step 1: Let us put things right, we're here to help

If you have a complaint, please get in touch with our Customer Services team. The person who registers your complaint will be your complaint handler and responsible from beginning to end. They'll do everything they can to put things right as quickly as possible and will work with you to find a resolution, keeping you updated along the way.

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

Email: customer_correspondence@EDFenergy.com

Write: FREEPOST: EDF CUSTOMER CORRESPONDENCE

Step 2: Escalate

If you're not happy with how your complaint is progressing, let your complaint handler know. They'll arrange for the complaint to be reassessed and let you know the outcome.

Step 3: If we can't fix the problem

We'll do everything we can to resolve your complaint, but we know this isn't always possible. If it's been eight weeks since your first told us about the problem or you've had a deadlock letter, you can contact the Energy Ombudsman. 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@energyombudsman.org or visit www.energyombudsman.org.

Further Information:

Our CEO, Simone Rossi, cares about your issue. Get in touch on SRossi@edfenergy.com at any point after making your complaint and he'll work with his senior team to put things right.

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