

Xcel Energy Limited – Complaints Handling Procedure

Xcel Energy Limited aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

In order to ensure our service remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with us.

If you are unhappy about any Xcel Energy Limited service, please speak to the relevant staff member, manager or Director on 0333 600 1036, or email info@xcelenergy.co.uk.

If you are unhappy with an individual in Xcel Energy Limited sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Director.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive, Xcel Energy Limited, 11 Longley Lane, Spondon, Derby DE21 7AT.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded and if you are still not satisfied, we will forward you a deadlock letter. This allows a further 8 weeks investigation to be carried out prior to escalating the complaint to the Ombudsman Services.

The Ombudsman Service offers free impartial advice for consumers. Please find below their contact details:

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

Finally, please also let us know if you are happy with Xcel Energy Limited's service.