

# Xcel Energy

## Making a Complaint

At Xcel Energy, we seek to provide excellent service but we understand that sometimes things can go wrong. We'll work hard to resolve any issues as quickly as possible with the following approach to Complaints Handling.

- We will try to resolve any complaints as soon as possible
- We will always provide you with an explanation and an apology wherever we have caused the problem
- You will speak to the same Customer Service Advisor throughout the complaints process

You can contact Xcel Energy in any of the ways listed below:

- Call us on **0330 999 3315** 9am – 5:30pm Monday to Friday
- Email: [info@xcelenergy.co.uk](mailto:info@xcelenergy.co.uk)
- Write to:
- Xcel Energy,
- 11 Longley Lane,
- Spondon,
- Derby,
- Derbyshire,
- DE21 7AT

## Resolving a Complaint

The Customer Service Advisor will provide you with a resolution to your complaint. You will be able to accept or reject the resolution depending on whether you feel the resolution is fair.

- If you accept the resolution your complaint is resolved

## **Complaint Deadlock**

If your complaint is less than 8 weeks old and we have done everything we can to try and resolve your complaint, we will deadlock the complaint. A letter will be sent advising you of the deadlock, this means that you can go to The Energy Ombudsman with your complaint. If your complaint is more than 8 weeks old, and we have not come to resolution, you will receive a letter advising you are within your rights to contact The Energy Ombudsman. The Energy Ombudsman will liaise with us directly to try and come to a resolution. Their services are free for you to use and they're entirely independent, they don't take sides and their decisions are based only on the information they have. You don't have to accept their decision, but if you do, we'll act on what they say. That might mean us saying sorry, explaining what's gone wrong, fixing the problem or paying you compensation.

- If you contact The Energy Ombudsman, they will investigate your case and we are unable to work with you directly to resolve the complaint
- If you have not contacted The Energy Ombudsman, we will still be able to work with you directly to resolve the complaint

## **Contact Details for the Energy Ombudsman**

- Phone: **0330 440 1624**
- Fax: **0330 440 162**
- Text phone: **0330 440 1600**
- Email: [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)