



COMPLAINTS

Complaints

Green Network Energy is committed to excellent customer service, and aims to get things right first time. Sometimes despite these efforts, things go wrong. But it's our goal to fix things as smoothly and quickly as possible when they do.

If you have a complaint, we're really sorry you're not happy. We want to sort things out for you quickly, so please contact us by:

- Logging into your account and sending us a message
- Phoning us on **0800 520 02 02**
- Emailing us at complaints@greennetworkenergy.co.uk
- Writing to us at Green Network Energy, **Po Box 2143, Croydon, CR90 9RZ**. Addressing it to the Complaints Department.

We'll also use your feedback to help develop and improve our services.

Our Response Guarantee

If you call Green Network Energy and we cannot resolve the problem on the call we will aim to provide a resolution or an update within five working days.

If you send us your complaint via email we will aim to contact you within five working days with a resolution or an update.

If we receive your letter by post then we will log your complaint on our systems on the day we receive it and aim to contact you within five working days with a resolution or an update. To resolve your complaint we will:

- Give you an explanation about what went wrong
- Do everything to put things right, typically within 10 working days but we will contact you if it is likely to take longer
- Apologise if we have made a mistake
- We may also offer compensation

We will keep you informed throughout the process so you know what is happening every step of the way.

If you're still not happy

If you're still not happy with the resolution, we'll ask another member of the team to undertake a full review of your case and continue to work to try to get you a resolution you're happy with. If this fails then you'll

receive what is called a 'Final Response' (also known as a Deadlock Letter). This indicates that we haven't been able to come to a mutually agreeable outcome. However we will do as much as we can to avoid this situation.

In the letter, we'll recap what's happened, what we've done to resolve your problem and provide you contact details for the Energy Ombudsman should you wish to take it further.

The Energy Ombudsman

If after 56 days (8 weeks) you are still unhappy with our resolution, or the case has reached a Deadlock situation prior to this, then you can take your case to the Energy Ombudsman.

This is an independent organisation that offers a free service to help resolve issues between energy suppliers and domestic customers. The Ombudsman will only get involved once you've had our final response (or 8 weeks have passed since you complained and we still haven't fixed things).

They will investigate the complaint and make their decision and if you agree, we are obliged to accept any decision made by the Ombudsman. This may mean we have to apologise, explain what has gone wrong, correct the problem or give you a financial award. You do not have to accept their decision.

As part of our commitment to putting customers at the centre of what we do, Green Network Energy is a participating company with Ombudsman Services, which you can check by [clicking here](#).

On their website you can also find their fact sheet, which gives you full details about their services and how they can help you.

Independent Advice

At any stage in the process you can access free, impartial energy advice from the Citizens Advice Bureau. They can also help with other energy related matters including getting help paying your energy bills, choosing between tariffs and comparing energy suppliers. They can be contacted by calling:

03444 111 444 in England

03444 77 20 20 in Wales

03454 04 05 06 in Scotland