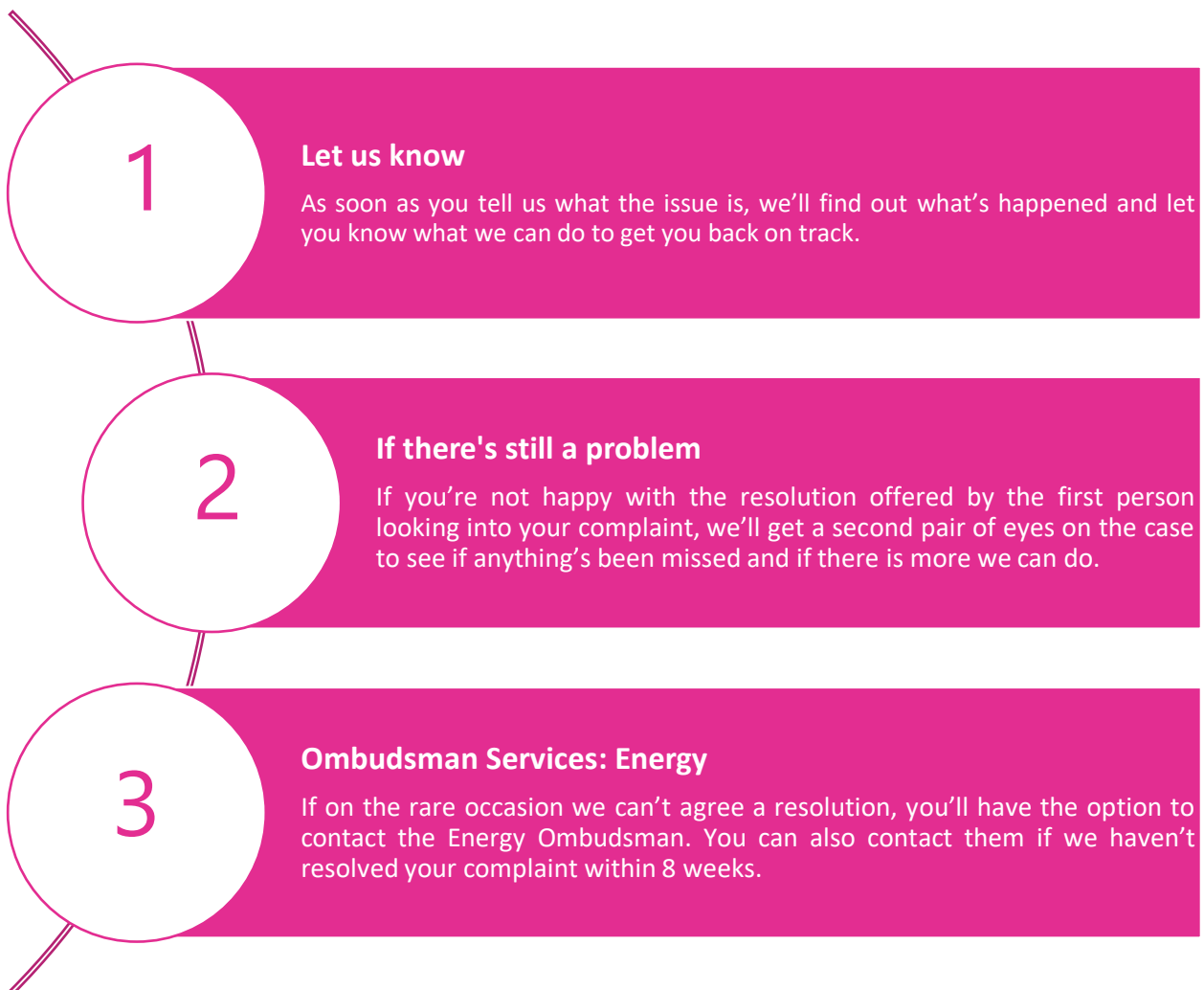




COMPLAINTS POLICY

We've promised that we'll always keep things clear and easy to understand, that's why we're calling a spade a spade... This is our complaints policy. As hard as we try, from time to time things may go wrong. If something isn't right, then tell us and we'll jump in and try to fix things as quickly as we can. Most of the time that'll only take a couple of days.

Here are the steps:





1

Let us know

As we are an app only energy supplier, the best way to get in touch is to search “complaint” in the app. You can also contact us directly from the website send us an email to supply@social.energy. If you need to speak to us just let us know and we’ll call you back. If for any reason you can’t reach us by app or email, call us on 0800 808 5672 Monday to Friday 9.30am to 4.30pm.

You can also write to us at the address below, or if you’re in the area pop in and see us:

Social Energy,
Barnwood Point,
Corinium Avenue,
Barnwood,
Gloucester,
GL4 3HX



2

If there’s still a problem

We hope the first person handling your complaint has got to the bottom of what’s gone wrong. If you don’t agree the resolution is fair, we’ll get a fresh pair of eyes to take over. They might agree with what’s already been offered or spot something that’s been missed, either way they’ll work with you to find a solution you’re both happy with.



3

Ombudsman Services: Energy

If we haven’t been able to resolve your complaint or it’s been eight weeks since you let us know there was a problem, you have the right to contact the Energy Ombudsman. It’s a free, independent service.

Phone Number: 0330 440 1624 or 01925 530 263

Email: osenquiries@os-energy.org

Web: www.energy-ombudsman.org.uk

Address: Energy Ombudsman, PO Box 966,
Warrington, WA4 9DF

Independent help and advice is at hand whenever you need it. You can contact Citizens Advice regardless of whether you have a complaint or at any point during the complaint process. Citizens Advice Consumer Services provides free, independent, impartial advice about the energy supply industry. You can find out more from their website: citizensadvice.org.uk/energy or call them on 0808 223 1133.