Our Complaints Procedure

At ENGIE we pride ourselves on providing an exceptional service to all our customers. However, we know that there will be times when we get things wrong. When this happens we promise to take this seriously and aim to sort things out as quickly as possible.

If you're unhappy with our service for whatever reason then we'd like to understand why, so we can endeavour to put things right as quickly and effectively as possible.

Contact Details

If you wish to make a complaint, please contact our Customer Service Team by emailing us at complaints.solutions@energysupply.engie.co.uk.

Resolving your complaint

Our Customer Service team are fully trained to handle complaints and complex issues.

We will aim to resolve your issue at the time of the first contact where appropriate and possible. If we cannot resolve your complaint at the first contact we will issue you with a complaint reference number, as well as acknowledging your complaint in writing.

Whilst your complaint is open we will keep you informed at agreed times and dates to ensure you are kept up to date as to the progress of your complaint.

Micro Business Customers

Deadlock

If we can't reach a mutual agreement we will send you a final offer letter (known as Deadlock), which then allows you to seek independent advice from the Energy Ombudsman.

Also, if after 8 weeks a resolution hasn't been reached, you have the right to contact the Energy Ombudsman. If you do decide to do this, you must contact them within 12 months of receiving our letter.

The Energy Ombudsman is there to help resolve disputes between energy suppliers and their customers. It is free to use and they are totally independent, so they don't take sides and make their decisions based purely on the information and evidence available. You do not have to accept their decision. If you do agree with their decision, we have to act on what the Energy Ombudsman say. This may mean we have to apologise, explain what has gone wrong, correct the problem or where applicable, offer a form of compensation or goodwill.

Website: www.ombudsman-services.org/energy

Email: enquiry@ombudsman-services.org

Phone: 0330 440 1624 (9am to 5pm Monday to Friday)

Write to: Energy Ombudsman Services, PO Box 966, Warrington, WA4 9DF

Further Advice for Microbusinesses

For free impartial energy advice, you can contact the Citizens Advice Consumer Services (CACS) on 0808 223 1133 or go to www.citizensadvice.org.uk/energy

The citizen advice consumer service provides free and independent help and advice to small business on energy issues, contract issues, and raising a complaint.

Business Debtline

For free, impartial and confidential debt advice to small businesses and the self-employed, you can contact Business Debtline on 0800 197 6026 or go to businessdebtline.org