



# COMPLAINTS CHARTER

At Opus Energy we want to offer you a customer service that you'll value. We try to ensure that the transfer of your energy supply is seamless and the service you receive is of the highest standard.

We understand, however, that sometimes things do go wrong. If you've experienced a problem with your account or feel that some element of our service didn't meet your expectations, please contact us. We'll work hard to resolve the issue as quickly as possible.

## Step 1

Please contact our specialist Customer Care team between 8am and 6pm, Monday to Friday. Our team will work with you to resolve your complaint.

**t:** 0800 630 0841

**e:** [customercare@opusenergy.com](mailto:customercare@opusenergy.com)

**a:** Opus Energy House, 8-10 The Lakes, Northampton, NN4 7YD

Once you've raised your complaint, one of our Customer Care Specialists will contact you within five working days. Following a full review of your complaint, if appropriate, we'll take the following actions:

We'll apologise and provide a detailed explanation of our findings and why this has occurred.

We'll propose a remedial plan to put things right and, if appropriate, this will include awarding compensation.

## Step 2

If the complaint hasn't been resolved to your satisfaction, or you'd like the decision to be reviewed by our Customer Experience Director, you can contact her team who will respond to you within a further five working days.

**t:** 0800 997 8730

**e:** [customerexperiencedirector@opusenergy.com](mailto:customerexperiencedirector@opusenergy.com)

**a:** Opus Energy House, 8-10 The Lakes, Northampton, NN4 7YD

## Step 3

We're a member of the Ombudsman Services: Energy (OSE), which is an independent body that resolves disputes between energy suppliers and their customers.

If, after following steps one and two, you feel that we haven't resolved your complaint and you're classed as a micro-business\*, the OSE may be able to help. It's free to use their services, and they're totally independent - so they don't take sides, and make their decision based only on the information available. If you agree with their decision, we have to act on what they say.

You can get in touch with the OSE if eight weeks have passed since you first made the complaint to us. You can approach the OSE earlier if you've received a 'deadlock' letter from us. This is a letter which will outline our final position in relation to your complaint. If you wish to refer your complaint to the OSE, you must do so within twelve months of receiving the deadlock letter.

OSE contact details:

**a:** Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF

**t:** 0330 440 1624

**f:** 0330 440 1625

**textphone:** 0330 440 1600

**e:** [enquiries@os-energy.org](mailto:enquiries@os-energy.org)

**w:** [ombudsman-services.org/energy](http://ombudsman-services.org/energy)

Please remember to include your Opus Energy account number in all correspondence with the OSE. This number can be found on any of your invoices.

## More help

You may also find it useful to contact the Business Debtline, who offers free, expert, professional debt advice over the phone. They can be reached at 0800 197 6026 or online at [businessdebtline.org](http://businessdebtline.org). Citizens Advice can also assist you with consumer service about your complaint, at any stage in the process. They can offer you free, confidential and impartial advice. You can reach them by calling 03454 040506 or online at [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy).

*\*Businesses meeting one of the following conditions: uses <100,000kWh of electricity per year or <293,000kWh of gas per year, or has fewer than 10 employees and yearly turnover less than 2 million EUR.*

**t:** 0843 227 2377

**e:** [contactus@opusenergy.com](mailto:contactus@opusenergy.com)

**w:** [opusenergy.com](http://opusenergy.com)

