

Treating customers fairly

At Opus Energy we are committed to upholding the highest standards in all of our interactions with our customers. Our overall objective is to treat our customers fairly and we demonstrate this by being professional, honest and transparent in our interactions. We ensure that the information we provide is clear, accurate and easy to understand and that our customer service arrangements are fit for purpose.

To ensure these standards are consistently maintained, we do a number of things. We make sure that our employees receive training on how to provide a high level of customer service and that this training is refreshed on a regular basis. We have a company policy called 'Treating customers fairly' and expect our customers to receive the service that is outlined in it. When we change our systems and internal processes, or the documents which we send to our customers, we have a point in the process where we stop to check that the change will make things better for our customers.

If you feel we have not met these standards at any time, then please do get in contact to let us know.