

Complaint Handling Statement and Procedure for Domestic Customers

At Ebico Limited we are committed to offering the very best in customer service, alongside our partner Scottish and Southern Energy. In recognition of the fact that things do sometimes go wrong, we have produced this Complaint Handling Statement/Procedure to show you what will happen if you have cause to complain to us

How to contact us

The easiest and quickest way to resolve your complaint is to telephone us on the number listed below. Alternatively, if you are unable to phone or would prefer to write, you can contact us by email or by post using the address listed below.

Post - Ebico Limited, PO Box 354, Witney, OX29 7WN

Email - info@ebico.co.uk

Telephone - 0800 096 6344

Our process

All our advisers are trained to offer you the best possible customer service and will do their utmost to help you. They may involve our supply partner, Scottish & Southern Energy, to ensure the matter is resolved.

We aim to reply to written correspondence within 3 working days; however more complex issues may take longer. Other parties may have to be contacted to resolve your complaint.

Step 1 – to resolve your complaint at the first point of contact

When you telephone us with a problem our adviser will attempt to resolve matters with you while you are on the call. However, if necessary your complaint will be escalated to a Manager or we may need to speak to our energy partner, Scottish and Southern Energy.

If you write to us, we aim to fully resolve matters and may try to contact you by telephone to help with this resolution.

If we cannot resolve your complaint fully or have not agreed a form of resolution within 3 working days of your complaint (if we need to contact you by letter with our response this stage may take longer), then you may proceed to the next step.

Step 2 – to resolve within 5 working days of escalation from Step 1

Following step 1, if the complaint has not been resolved to your satisfaction, then you can raise the matter with our Customer Service Manager, who will undertake an independent review and aim to reach a resolution within 5 working days. The Customer Service Manager can be contacted as follows:

Post - Customer Service Manager, PO Box 354, Witney, OX29 7WN

Email - CSM@ebico.co.uk

If you prefer, you can deal with your complaint throughout this process by speaking with us rather than writing. Please call 0800 096 6344 where a representative of Ebico will take your details for us to call you back.



Step 3 – The Energy Ombudsman

If, after contacting the Customer Service Manager you remain unhappy, you can request that the complaint be deadlocked. Once you receive a deadlock letter you can contact the Energy Ombudsman.

Alternatively, you can contact the Ombudsman should you fail to have a satisfactory response from the Customer Service Manager within 5 working days, or if 8 weeks have elapsed since registering your complaint. Please note that you may be referred back to us if you have not escalated your complaint via our formal complaints process outlined above.

The Ombudsman will carry out an independent investigation on your behalf. Any decision the Ombudsman makes will be binding on our company, but not on you, so you can see further advise if you wish to.

As part of resolving your complaint the Ombudsman may ask us to make an apology or give an explanation. They can also ask us to take remedial action and may require us to award compensation in appropriate circumstances.

You can contact the Ombudsman as follows:

Phone - 0845 055 0760 or 01925 530 263

Textphone - 18001 0845 051 1513 or 18001 01925 430 886

Email - enquiries@energy-ombudsman.org.uk

Website - www.energy-ombudsman.org.uk

Other Sources of Help

Consumer Direct

Consumer Direct are part of Trading Standards. They are independent and offer impartial, clear and practical advice. You can contact them on:

Phone - 08454 04 05 06

Website - www.consumerdirect.gov.uk

Consumer Focus

Consumer Focus is the statutory organisation operating on behalf of electricity and gas consumers in England, Wales and Scotland. They have the right to investigate any consumer complaint if they are of wider interest. You can contact them on:

Phone - 020 77997900

Website - www.consumerdirect.gov.uk/contact

Citizens Advice Bureau

The Citizens Advice Bureau (CAB) also provide free impartial information and advice. For your nearest CAB please see your local phone book or yellow pages.

Website – www.citizensadvise.org.uk

