



## Our complaints process

We'll give your complaint our full attention and keep you up to date with progress. It's important to us that we resolve the issue for you as quickly as possible.

**Step 1:** Contact us and let us know what has happened and what you want us to do to put it right. Depending on your complaint type, you'll be able to contact our team by webform, live chat, telephone or by post.

**Step 2:** We'll work with you to resolve the matter as quickly as we can.

**Step 3:** We will let you know what we have done to resolve your issue and bring the matter to a close.

If after that, you're unhappy with the outcome or it's taken us longer than 56 days to reach a solution, you have the right to take matters further. We work with a number of ombudsman and dispute resolution providers who will consider complaints about our range of service, products and financial services matters.

# If you have a complaint, let's get it sorted

We're really sorry you're not happy. We want to sort things out for you quickly, so please contact us:

- If you have a credit meter, call: cc01932 254962
- If you'd rather complain in writing, Email: [info@solenergyltd.co.uk](mailto:info@solenergyltd.co.uk)  
write to:  
Complaints @ Sol Energy Ltd 20-22 Whenlock Road, London N1 7GU

## If you're not happy with how we're dealing with your complaint

You can get in touch with our Customer Services Director's dedicated team on 01932 254962 or contact us via email: [info@solenergyltd.co.uk](mailto:info@solenergyltd.co.uk)

## What happens next?

When you get in touch to make a complaint we'll investigate fully and let you know what needs to happen next – whether that's us saying sorry, making a goodwill gesture or giving compensation. Some account issues can take time to fix. So until we've sorted your problem, we recommend you keep making regular payments to cover your energy usage.

## Complaints about our sales activities

We'll look into the issue, explain what's happened and say sorry. We'll work with you to sort things out and may give you some compensation.

## Problems with the delivery of your gas or electricity supply

We'll speak to your network supply operator and pass on all the details so they can investigate. We'll let you know what they say and pass on any compensation you may be owed.

## If you need independent advice

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To 'Know your rights' visit [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) for up-to-date information or call us on 01932 254962

You can get in touch with them at any time during the complaints process.

## We always aim to sort out problems as quickly as possible

We'll make every effort to get your complaint sorted within a day of getting it. But, sometimes it can take a little longer.

So if we haven't been able to sort it out within eight weeks, or we can't agree a way forward with you, we call this 'deadlock', we'll write and let you know that you have the right to pass your complaint to the Ombudsman Services: Energy.

The Ombudsman is there to help sort out disputes between energy suppliers and their customers. It's free to use the Ombudsman's services and they're totally independent – they don't take sides and

their decisions are based only on the information they have.

You don't have to accept their decision, but if you do, we'll act on what they say. That might mean saying sorry, explaining what's gone wrong, fixing the problem or even paying you compensation.

## To contact the Ombudsman

- Call: 0330 440 1624  
Textphone: 0330 440 1600
- Email:  
[enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)
- Go online:  
[ombudsman-services.org/energy](https://ombudsman-services.org/energy)
- Write to:  
Ombudsman Services: Energy,  
PO Box 966, Warrington  
WA4 9DF

