

## Complaints Procedure

At TruEnergy we want to offer you a customer service that you will value. We try to ensure that the transfer of your energy supply is seamless and the service we provide 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.

### Initial Steps

Please contact our specialist Customer Care team between 9am and 5pm, Monday to Friday. Our team will work with you to resolve your complaint.

t: **0800 433 7278**

e: [customercare@truenergy.co.uk](mailto:customercare@truenergy.co.uk)

a: Gable House, 239 Regents Park Road, London N3

Once you've raised a 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 why this has occurred. We'll propose a remedial plan to correct things and, if appropriate, this will include awarding compensation.

### Follow Up Steps

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 433 7278**

e: [customercare@truenergy.co.uk](mailto:customercare@truenergy.co.uk)

a: Gable House, 239 Regents Park Road, London N3

### Independent Advice

If you need an independent advice about your energy supply, you can get in touch with Citizens Advice at anytime during the complaints process. Their consumer service is free, confidential and gives an impartial advice.

t: **03454 04 05 06**

Website: [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)

Complaints form: [click here](#)

## **Procedure**

We always aim to solve your complaint in one day. However, there might be cases that the procedure takes longer. If it takes more than eight weeks or we cannot agree how to move forward, we will send you a letter stating that you have the right to contact Ombudsman Services: Energy.

The Ombudsman Services: Energy offer free and independent service. You may or may not accept the Ombudsman decision. However, if you do accept the Ombudsman decision, we will be liable to act on it.