

**If it goes wrong,
we're here to help.**

Our complaints procedure.



Keeping life green and simple

How to make a complaint

We hope this is part of our service that you'll never have to experience. But if we've got it wrong, we want you to let us know. So in the first instance, please give us a call and one of our team will do their best to resolve the situation there and then.

It's always worth a conversation

We work on a philosophy of 'prevention not cure'. Most of the issues raised with us are regarding customer's bills, which we find can usually be resolved with a conversation. But if you do not feel we have found an agreeable solution, then you can follow the steps outlined below.

Please note that some account related issues can take time to fix – so until we've found a solution, we recommend you keep making regular payments to cover your energy usage. For more information on making a complaint, visit 100green.com/complaints

If it has gone wrong, we are here to listen and help

Step 1:

Please talk to us.

If we don't know it's broken, then we can't fix it. We will look into the matter and get back to you within 5 working days.

Call us on
01920 486 156

Email us
complaints@100green.com

Step 2:

If, after our response, you are not satisfied with the outcome then please formally write to the Directors.

Email:
complaints@100green.com
(For the attention of the Directors)

Write to us:
**The Directors,
100Green,
Black Swan House,
23 Baldock Street,
Ware, Hertfordshire
SG12 9DH**

Step 3:

In the unlikely event that we reach 'deadlock' and our directors cannot find a solution that you are happy with or it's taken us longer than eight weeks to resolve, you can contact the Ombudsman Services.

They will however refer the matter back to us if you have not first escalated the complaint through our formal channels.

We will keep in touch throughout the process and when we believe a solution has been found, we will ask your permission to close the complaint.



Contacting the Ombudsman

Write to them:

**Energy Ombudsman
PO Box 966
Warrington
WA4 9DF**

Visit their website for more information:

www.energyombudsman.org

Phone:
0330 440 1624

Email:
enquiry@energyombudsman.org

Some further helpful information

Need some independent advice?

Citizens Advice

For free and helpful independent advice, you may wish to contact Citizens Advice on

0808 223 1133 (calls are free)
Mon–Fri, 9am–5pm
citizensadvice.org.uk

If you live in Scotland, go to energyadvice.scot
or
contact Advice Direct Scotland on
0808 196 8660.



Know your rights in the energy market

You can also download the latest leaflets from Citizens Advice which explain what your rights are in a changing energy market. Click the links below or visit 100green.com/complaints

Know your rights in a changing energy market

- [England, Wales & Scotland 117 KB](#)
- [England & Wales 67.5 KB](#)
- [Scotland 114 KB](#)
- [Welsh 67.1 KB](#)

We are accountable

OFGEM define a complaint as an 'expression of dissatisfaction'. We comply with strict performance standards and you can view our latest complaints report by visiting 100green.com/complaints

If you'd like to view the latest Gas and Electricity (Consumer Complaints Handling Standards) Regulations, visit legislation.gov.uk

Integrity and transparency are the corner stones of our business

We aim to communicate everything clearly and give you the time to talk it through if you have any questions.

We believe you deserve that reassurance from us at all times. And if we fail— we'll pay for it— literally.

You can download our full customer promise document here 100green.com/docs/GEUK_Customer_Promise.pdf



100green.com/complaints
complaints@100green.com
01920 486 156

Green Energy (UK) Ltd
Black Swan House, 23 Baldock Street, Ware. SG12 9DH

Our contracts deemed or otherwise are governed by the Consumer Contracts Regulations 2013 & The Gas and Electricity Regulations 2008. For more information, or a copy of the statutory instruments please email hello@100green.com