

Our Complaints Procedure for energy customers



Our complaints procedure is designed to help you make sure that all your queries are answered quickly and efficiently, and to make sure your points are fully answered.

If you have a complaint about one of our other products, you can go to our complaints pages for [broadband](#) or [home services](#).

How to make a complaint

Step 1 - Get in touch - Contact us to speak to one of our fully trained Customer Service team who aim to resolve your complaint within 24 hours, or keep you updated if it will take longer.

Telephone - 0345 070 7373

Online - [using this Form](#)

Post - SSE, PO Box 7506, Perth, PH1 3QR

As part of resolving your complaint, we will give you an explanation of what went wrong, fix the problem and apologise. We may also offer compensation if this is appropriate, including if your complaint is in relation to our sales and marketing activities.

Step 2 - Escalate - If you're unhappy with the progress we're making in resolving your complaint, you can call us on **0345 070 7373** and ask for an escalated review of your complaint.

After 10 days, if your complaint has not been resolved, you can raise this with our Head of Customer Service team by:

Webchat - You can talk to us via webchat on our [website](#)

Online - [using this Form](#)

Email - headofcustomerservice@sseenergyservices.com

Post - SSE, PO Box 7506, Perth, PH1 3QR

Step 3 - Energy Ombudsman- If we can't agree on a way forward and we have provided you with our final position (a deadlock letter) or if your complaint takes longer than 6 weeks to resolve and you are not happy with the progress, you have the option to contact the Ombudsman. They will carry out a free, independent investigation on your behalf. Any decision they make will be binding on us but not on you, so you can seek further advice if you wish to.

Website - www.ombudsman-services.org

Phone - **0330 440 1624** (open 8am - 8pm Mon-Fri and 9am - 1pm Sat)

Email - enquiry@ombudsman-services.org

Post - PO Box 966, Warrington, WA4 9DF

Free independent help and advice is also available at any stage from the Citizens Advice consumer service if you need help with an energy problem - for example with your bills or meters or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support. Go to citizensadvice.org.uk/energy or call their consumer service on **0808 223 1133**. Calls are free.