

# Talking to your provider about your complaint



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

## Making a complaint

Before you bring a complaint to us, you must first give your provider the chance to resolve your complaint.

This is because:

- we charge providers a fee to resolve each complaint about them that comes to us
- it is not fair to charge providers this fee, if they did not first have the chance to resolve the complaint without us.

### Emergencies – disconnection or restriction

When your supply has been disconnected or restricted, or your provider tells you it will be, contact us straight away.

This can happen when your provider thinks you have not paid your account in full.

See our fact sheets about energy disconnections and water restrictions for more information.

## Before you call your provider

1. Put all your information and documents in order.

You will need to have your account or customer number and the following:

- for an electricity complaint – your national meter identifier or NMI
- for a gas complaint – your meter installation reference number or MIRN
- for a water complaint – your meter number.

2. Make sure you can explain clearly:

- what the problem is
- how you want your provider to fix it.

It might help to write this down before your call.

3. Have a pen and paper ready to write down the details of your call.
4. Be ready to keep copies of your notes and all the written communication you have with your provider.

## When you call

1. Be polite and calm, even if you are feeling upset.  
We know this is hard to do, but it will help your provider help you.
2. Tell the provider what the problem is and how you want them to fix it.
3. Answer all the provider's questions, even if you don't think they are useful.
4. If you need to, tell your provider you will contact us if your complaint is not resolved.
5. Write down the details of the call, including:
  - the date and time
  - the name of the person you spoke to
  - any reference numbers they gave you.

### *Next steps*

If you successfully resolve your complaint directly with the provider, that's great.

If you don't, contact us.

## How we resolve complaints

We are independent.

We resolve complaints by working with you and your provider to reach a resolution that is fair to both of you.

You must work with us and help us with this process.

### *Our process*

The way we manage your complaint depends on:

- what your complaint is about
- the action you have taken
- the action your provider has taken
- the level of help you need.

## More help

Read our fact sheet *Making a complaint* for more information.