

## Our Complaints Handling process

### All the information you need on how we manage complaints

#### The process

At XLN Energy, we're committed to offering the best possible customer service at all times. So when problems arise, our carefully trained advisors are typically able to manage issues quickly and easily – and with a minimum of fuss.

However, we're experienced enough to recognise that things can occasionally go wrong, and if they do, we want you to know exactly how our complaints process works. This process is designed not only to ensure your complaint is satisfactorily resolved, but to ensure fairness and transparency throughout.

As part of the process, in appropriate situations we will offer explanations, apologies and compensation where relevant.

#### Step 1 – Resolving your complaint at the first port of call

When you phone our customer service team with a problem, an advisor will begin the process of resolving it.

In many cases a solution can be found quickly. However, if the problem is more complex and less simple to solve, it will be escalated to one of our specialists or managers. They'll then work on the problem, and will aim to solve it within 2 working days. If they're unable to do this, your complaint can proceed to the next step.

Please note that if you write a letter of complaint, the complaint process will begin on the date we receive the letter. Try to make sure you include all relevant details on your letter, including your phone and account number.

**Phone:** 0800 652 8009  
**Email:** [customerservice@xlnenergy.co.uk](mailto:customerservice@xlnenergy.co.uk)  
**Post:** 21 - 24 Millbank Tower  
London  
SW1P 4QP

#### Step 2 – Escalated to Head of Customer Service, to resolve within 5 working days

If following step 1 your complaint has not been resolved, then your problem can be passed on to our Head of Customer Service.

They will then undertake a detailed internal review, and will aim to resolve the complaint within 5 working days.

Once again, when contacting our Head of Customer Service, provide all relevant details including your account number.

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#### Final step – Contact the Ombudsman for Energy

If you've not received a response you're happy with from our Head of Customer Service, and it's been 6 weeks since you first registered your complaint, or we've sent you a deadlock letter, you can now contact the Ombudsman for Energy.

The Ombudsman will conduct a free and independent investigation of the complaint on your behalf. Following this investigation, they can take action which we as a company must follow, including potential compensation, issuing an apology or offering an explanation.

Their decision is binding for us, but not you – so you can seek further advice if you're still not satisfied.

**Phone:** 0330 440 1624  
**Textphone:** 0330 440 1600  
**Email:** [enquiries@os-energy.org](mailto:enquiries@os-energy.org)  
**Post:** Ombudsman Services: Energy  
PO Box 966  
Warrington  
WA4 9DF

## How to get independent advice

As an energy consumer, you have a right to obtain free, independent advice on all aspects of your energy supply. This includes how to change supplier, how to make a complaint, how your supply works and what to do if you can't afford your bills.

To know your rights and get this advice, you can contact the energy team at Citizens Advice.

**Phone:** 03454 04 05 06  
**Website:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
**Post:** Citizens Advice consumer service  
Post Point 24  
Town Hall  
Walliscote Grove Road  
Weston super Mare  
North Somerset  
BS23 1UJ

## Sales and marketing complaints

If you have a complaint regarding our sales and marketing activities, please contact our customer service team.

We'll follow the same complaints handling process, and in appropriate circumstances may offer an explanation, apology or even compensation.

## How to contact us

The easiest and quickest way to get your complaint registered and ultimately resolved is to phone us. However, you can also email or write to us – just ensure you include or all your relevant account information, and especially your account number.

**Phone:** 0800 652 8009  
**Email:** [customerservice@xlenergy.co.uk](mailto:customerservice@xlenergy.co.uk)  
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