



Spark Energy Complaints Resolution

Complaints Process



Whilst we aim to provide a seamless service, in the real world things do sometimes go wrong.

Here at Spark, we're firm believers in learning from these experiences so they are not repeated.

Should you need it, here is our complaints procedure...



Stage One



Either:

Contact us by phone on 0845 034 7474 or

Via email at customer.resolutions@sparkenergy.co.uk or

By post to: The Customer Resolution Team,
Spark Energy Ltd,
Ettrick Riverside
Dunsdale Road,
Selkirk,
TD7 5EB

Naturally, we want to resolve your problem immediately. When you contact us to make a complaint we will apologise; provide you with an explanation and confirm what actions need to be taken – this may include a goodwill gesture or compensation. If you remain unhappy with the service provided you can ask to speak to a Manager.

Stage Two



If you are not happy with the resolution of your complaint, please send a further letter to:

The Customer Resolution Team,
Spark Energy Ltd,
Ettrick Riverside
Dunsdale Road,
Selkirk,
TD7 5EB

You can also contact us via email at:

customer.resolutions@sparkenergy.co.uk.

A specialist agent will review your complaint and an acknowledgment letter or e-mail will be sent within 48 hours of receipt. We may request further information to aid our investigation. This communication will provide you with a contact name and reference number.

We will work on resolving your enquiry immediately, however a resolution should be expected within 20 days. If we are unable to resolve your complaint within this timescale we will escalate your complaint and provide your details to a member of the senior management team who will work with you to find an agreeable resolution.

Stage Three



If you have completed Stages One and Two and your complaint remains unresolved after 8 weeks, or if we have issued a 'deadlock' letter, you can bring your case to The Energy Ombudsman.

The Energy Ombudsman is an impartial arbiter specialising in resolving energy customer complaints. They can be contacted as follows:

Telephone: 0845 055 0760 or 01925 530 263

Email at enquiries@energy-ombudsman.org.uk

Post: Energy Ombudsman, PO Box 966, Warrington, WA4 9DF.

Do you require further assistance?

Consumer Direct, the government's helpline for consumer advice, offers clear, practical and impartial help & advice, you can call on 08454 04 05 06 or go to

www.consumerdirect.gov.uk



