

Energy Complaints

Service standards

We aim to provide a high level service to all our customers. Seopa has an internal complaints procedure which will deal with complaints promptly and fairly. Seopa investigate all complaints competently, diligently and impartially. We aim where appropriate, to resolve all issues as quickly as possible and will always keep you informed of how your complaint is progressing.

What to do if you have a complaint?

If you have a complaint about our service, we prefer it if you could please contact us by email [here](#) or writing to us at Seopa Limited, Customer Relations, 8-10 Amelia Street Belfast, County Antrim, BT2 7GS, N. Ireland. Should you wish to use an alternative means of communication, then you can do so. We are happy on request to correspond with you by telephone. When telling us about your complaint please include your name and address, a contact telephone number, your quote number and details of why you are unhappy, if you have this information. This will help us to respond to you as quickly as possible. For the purposes of handling complaints our working day is 9am to 5pm Monday to Friday, excluding Bank Holidays.

We aim to resolve your complaint by the close of business of the next working day following the day your complaint was received. If we are not able to do so, we will provide you with an acknowledgement. After we have had the opportunity to investigate your concerns, we will issue you with a final response.

If your complaint is regarding the supply of gas or electricity arranged via this website or the process of switching to a new supplier, then you should complain directly to that energy supplier. The relevant energy supplier will have its own complaints procedure. If you require their contact details please contact our customer relations team who will be happy to assist you.

We cannot answer complaints on behalf of an energy supplier or accept responsibility for any such complaints. We recommend that you visit the website of the energy supplier and follow their complaints procedure if you wish to make a complaint against them.

If an energy supplier is unable to resolve a complaint to your satisfaction and you have received a “deadlock” letter, or if your complaint is 8 weeks old or more you can contact the Ombudsman Services: Energy. This is a free, independent body that looks into complaints between customers and their energy suppliers.

Ombudsman Services: Energy contact details

Telephone: 0330 440 1624 (Mon-Fri, 9am – 5pm)

Website: www.ombudsman-services.org/energy

Address: Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF

Email: enquiries@os-energy.co.uk

Citizens Advice Consumer Service

“Know your rights” and get free, confidential and impartial advice from the Citizens Advice consumer service. You can get in touch with them for advice at any time during the complaints process.

Telephone: 0345 404 05 06 (Mon-Friday 9am - 5pm, excluding bank holidays)

Website: www.citizensadvice.org.uk/energy

Address: Citizens Advice consumer service, Post Point 24, Town Hall, Walliscote Grove Road, Weston super Mare, North Somerset BS23 1UJ

Email: [Citizens Advice online form](#)