

# Not happy with us?

We're sorry that you're unhappy and really want to get any issues sorted for you.

We want you to know we'll deal with your complaint quickly and efficiently by;

- Learning what has gone wrong and finding out why
- Doing our best to solve the problem
- Explaining the issue to you, what we have done to fix it and what happens next

We always aim to find a solution that is mutually agreed within 5 working days. If we cannot find a resolution that is agreed on both sides, we'll write to you to explain our position and our best solution.

# Step One: Getting in touch

Let us know you want to discuss things further. Get in touch with the Customer Service team on the following;

**Telephone:** [0330 0414 902](tel:03300414902)

**Email:** [Customerservice@nabuhenergy.co.uk](mailto:Customerservice@nabuhenergy.co.uk)

**Post:** Customer Services Manager, Nabuh Energy,  
Spinneyside, Penman Way, Grove Park, Enderby,  
Leicester, LE19 1SZ

Please be aware that if you email or write, you will need to include your contact details for us to get any further information from you if we need to do so.

If you call us regarding your complaint, we'll want to understand the complete issue and will work to resolve your concerns there and then on the phone if possible. We do understand that some issues are complex and require further investigation, in this instance, we will give you a dedicated agent that will be responsible for resolving it.

## Step Two: Making a formal complaint

If you are not happy with the resolution we have provided and want to make it a formal complaint, then please call [0330 0414 902](tel:03300414902) between 9 am and 8 pm Monday to Friday and let the agent know you'd wish to make a complaint. Alternatively, you can email [complaints@nabuhenergy.co.uk](mailto:complaints@nabuhenergy.co.uk) with your account number, contact details (including your address) and an overview of the problem.

We will do everything we can to resolve your issue. If we cannot find a suitable resolution that satisfies both parties, we will write to you and explain our position and our best offer – This is known as a Deadlock letter.

## Independent Advice

If you require independent advice at any time, you can contact the Citizens Advice Bureau on [0808 223 1133](tel:08082231133) or via their [website](#). They provide a free, independent and confidential service.

# Step Three: External Resolution

If you do not wish to accept the solution stated in the Deadlock letter or if the issue has been going on for longer than 8 weeks, you can refer it to the Energy Ombudsman.

This involves contacting the Energy Ombudsman through one of the following methods;

**Telephone:** [0330 440 1624](tel:03304401624)

**Email:** [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)

**Website:** [www.ombudsman-services.org/sectors/energy](http://www.ombudsman-services.org/sectors/energy)

**Post:** Ombudsman Service: Energy, PO BOX 966,  
Warrington, WA4 9DF

The Energy Ombudsman is a free and independent service that will undertake a full review of your concerns and of the actions taken by Nabuh Energy in order to try and get to a resolution. If the Ombudsman finds that Nabuh Energy has not acted correctly, they will tell us what we are required to do in order to make things right.

This could include an explanation and/or an apology. It could also be that we must perform certain actions, which may include compensation. Their decision is binding on us but not on you.

# **If we have resolved your complaint to your satisfaction**

We are happy to know that we have helped. It's not always easy but we know it is one of the most important things we can do. We want to ensure all our customers have a positive experience with Nabuh.