

Putting things right

We know that sometimes things can go wrong and we take complaints very seriously, so if you aren't happy with the service you've received we'll do our best to put things right.

This leaflet tells you what to do if you have an energy services complaint.



Unhappy?

Please, let us put things right.

We'll do everything we can to resolve problems quickly, as soon as you let us know about them in fact. After all, that's only fair.

First Step

If you think somethings wrong:
Contact one of our agents:

 **0800 980 5975**
(free from most landlines)

 **0330 100 7521**
(included in any 'inclusive minutes' from mobiles)

We're here to help you from 8am to 8pm Monday to Friday and 8am to 5pm at weekends

 If you prefer, you can e-mail:
customer.relations.burton@npower.com

 Or write to:
**Customer Relations Team
npower
PO 7760
Burton on Trent
Staffordshire
DE14 9FX**

This is what we'll do:

- look at the information you give us and come back to you within 5 working days to let you know we've opened a complaint case
- explain what we're going to do, and make sure you have all the contact details you need to stay in touch with us until things are resolved
- carry out a full, in-depth review of everything that's happened so far

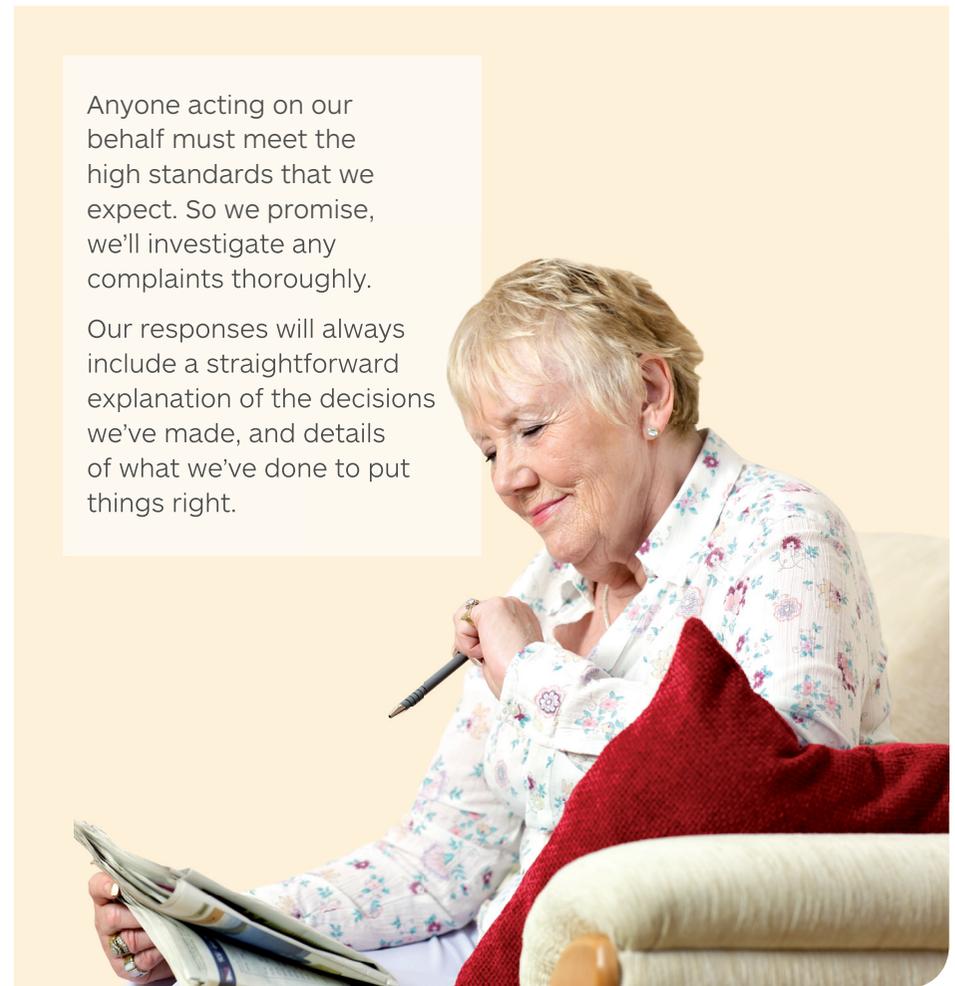
If we can't solve the problem straight away, we'll let you know. We'll also give you regular updates, all the way through the process, right through to resolution.

Happy

We want you to be happy with what's happening in your home.

Anyone acting on our behalf must meet the high standards that we expect. So we promise, we'll investigate any complaints thoroughly.

Our responses will always include a straightforward explanation of the decisions we've made, and details of what we've done to put things right.



Putting things right

Independent advice

The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues.



Visit
www.adviceguide.org.uk



Or call the Citizens Advice
consumer helpline
03454 04 05 06

Independent Advice

If you tell us English is not your first language, we can talk to you in any language with the aid of a translator.

Ask someone to call us on your behalf to tell us what you need to speak to us in your preferred language.

Our service to you

We want to ensure that all our customers are treated fairly and receive a service that meets their needs.

If you require this leaflet in large print, Braille, on CD or in another language, please contact us and we'll do all we can to help.

Phone calls: Calling us on a 0800 number is free from all mobiles and generally free from all landlines. Calling us on a 0330 number will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls on a 0330 number will be part of these. Calls may be monitored and recorded for training and security purposes.

npower is a registered trademark and trading name of Npower Northern Limited (registered in England and Wales, No. 3432100) and associated companies. Registered office: Windmill Hill Business Park, Whitehill Way, Swindon SN5 6PB

npm9397/MM18694/07.15