

# Want to make a complaint?

We're sorry to hear that. Tell us what's happened and we'll do everything we can to sort it out.

## Ways to make a complaint

- Fill in our online form at <https://www.ovoenergy.com/help/feedback>.
- Call us on 0330 303 5063
- Email us at [hello@ovoenergy.com](mailto:hello@ovoenergy.com)
- Write a letter to Complaints Team, OVO Energy, 1 Rivergate, Temple Quay, Bristol BS1 6ED.
- ...or drop in to see us, at the above address.

If our customer services team can't help when you get in touch, your issue will be passed on to our complaints team to handle.

## Our complaints process, in a nutshell

1. Get in touch and tell us your complaint.
2. Customer Services will do everything they can to help and aim to resolve your complaint.
3. If the problem isn't resolved, your issue will be escalated to our Complaints Team.
4. The Complaints Team will be in touch to discuss your issue and we always aim to sort everything out within 5 working days
5. Citizens Advice can be consulted at any point.
6. If it's not resolved in 8 weeks, then we'll let you know that you can speak to The Ombudsman Services: Energy.
7. We'll follow the Ombudsman's decision, if you agree with it.

## Impartial advice

You can contact Citizens Advice at any point during the complaints procedure via their online webform or by calling the Citizens Advice consumer helpline on 03454 04 05 06. They provide free, confidential and impartial advice on consumer issues.

[Read more about your rights.](#)

## We aim to resolve all complaints within 5 days

But if it takes more than 8 weeks, or we can't agree a solution, we'll remind you that you have the right to ask the Ombudsman Services to investigate the issue.

[The Ombudsman Services: Energy](#) are an independent organisation that sorts out disputes (called Deadlocks) between customers and their energy suppliers. Their service is completely free and we have to do whatever they recommend, so long as you agree with their decision.

This could mean giving you an apology, explaining what went wrong, fixing the problem or giving you compensation. You can speak to them on 0330 440 1624 or at [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org).

## Other formats

If you need a copy of our complaints procedure in large print or audio, please call us on 0330 303 5063.

OVO's energy complaints procedure is governed by The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008. You can also get a copy from: [www.legislation.gov.uk](http://www.legislation.gov.uk)

## Past reports

You can find out how many customers have complained, and how we've sorted things out, by reviewing these reports.

***Please note that the reports below are compiled using data which is under review and new data will be reported from Q2 2018 onwards. This review is to ensure that our complaints reporting appropriately reflects the definition of a complaint set out in The Gas and Electricity.***

***(Consumer Complaints Handling Standards) Regulations 2008. Please be assured that this has not affected our handling of complaints and is purely a data reporting review, impacting data between Q4 2015 - Q1 2018. I***

***Illustrative complaints figures for the historic periods affected are below but please note that these are estimated and not actual figures and should therefore not be relied upon:***

<b><i>Period</i></b>	<b><i>OVO new complaints figures by 100K</i></b>
Q4 2015	526
Q1 2016	668
Q2 2016	919
Q3 2016	1563
Q4 2016	2560
Q1 2017	2419
Q2 2017	1187
Q3 2017	1236
Q4 2017	908

### Quarterly Reports

- [2017 Q4 Complaints Report](#)
- [2017 Q3 Complaints Report](#)
- [2017 Q2 Complaints Report](#)

## Quarterly Reports

- [2017 Q1 Complaints Report](#)
- [2016 Q4 Complaints Report](#)
- [2016 Q3 Complaints Report](#)
- [2016 Q2 Complaints Report](#)
- [2016 Q1 Complaints Report](#)
- [2015 Q4 Complaints Report](#)
- [2015 Q3 Complaints Report](#)
- [2015 Q1 Complaints Report](#)
- [2014 Q4 Complaints Report](#)
- [2014 Q3 Complaints Report](#)
- [2014 Q2 Complaints Report](#)
- [2014 Q1 Complaints Report](#)
- [2013 Q4 Complaints Report](#)
- [2013 Q3 Complaints Report](#)

## Annual Reports

- [2017 Annual Complaints Report](#)
- [2016 Annual Complaints Report](#)
- [2015 Annual Complaints Report](#)
- [2014 Annual Complaints Report](#)
- [2013 Annual Complaints Report](#)
- [2012 Annual Complaints Report](#)
- [2011 Annual Complaints Report](#)

Want to give us feedback on our complaints procedure? Then please get in touch. We're always looking for ways to do better, and the best person to tell us what works for you is, obviously, you.

\*8am-6pm Monday - Friday.