



Neon Reef

Complaints Procedure

Neon Reef are here to help!

Neon Reef are passionate about providing a high level of service and its always disappointing when things do not go to plan, however, we will always make every attempt to resolve your concerns as soon as possible.

How do you raise a complaint?

You can log a complaint by emailing our complaints team at complaint@neonreef.co.uk, by contacting the team via Live Chat available on our website, or by completing our complaints online form by visiting <https://www.neonreef.co.uk/complaints/>

When sending us your complaint please provide the reason for your concerns, your account information and your preferred method and times to be contacted by our dedicated complaints team.

What happens next after raising your complaint?

Once our complaints team have received your complaint, we will investigate your concerns fully and let you know our outcome or what needs to happen next within 48 working hours.

For more complex issues these can take a little bit longer to resolve, but we will keep you updated with the progress of your complaint and the resolution. We recommend you keep making regular payments to cover your energy usage to prevent your account going into deficit.

Complaints around switches to Neon Reef

We will investigate the issue for you, explain what has happened and we will always work hard with you to resolve things as soon as possible.

Neon Reef offer competitive tariffs alongside a high level of service to all our customers and you will be in safe hands with us.

Problems with your supply?

We will speak to your network supply operator and pass on all the details so they can investigate this on your behalf. We will always let you know what they say and pass on any compensation you may be owed and inform you by phone or email.

Ombudsman Services

If we have not been able to resolve your complaint within eight weeks, or we cannot agree a resolution with you, this is known as a position of 'deadlock', we write to you by post and let you know that you have the right to pass your complaint to the **Ombudsman Services: Energy**.

Please note the Ombudsman will request a copy of the letter of deadlock or evidence that your complaint is over 8 weeks old, so please ensure you contact Neon Reef to give us the opportunity to resolve your complaint for you.

The Ombudsman is there to help resolve disputes between energy suppliers and their customers. It is free for you to use their services, and they are totally independent – so they do not take sides, and make their decision based on the information available.

If you agree with their decision, we have to act on what they say. This may mean we have to issue an apology, explain what has gone wrong, correct the problem or give you a financial award. You do not have to accept their decision.

To contact the Ombudsman

Website: www.ombudsman-services.org/energy

Phone: 0330 440 1624 (phone lines open 8am-8pm Monday to Friday, 9am-1pm Saturday)

Email: enquiry@ombudsman-services.org (emails are responded to within five working days)

Post:

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

On their website you can also find their factsheet, which gives you full details about their services and how they can help you.

If you would like to view a copy of The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, visit legislation.gov.uk

If you need independent advice?

Free advice is readily available, so that you 'Know your rights' as an energy consumer.

You might want to get a better energy deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're having difficulties paying your bills.

To 'Know your rights' visit citizensadvice.org.uk/energy for up-to-date information or you can email us on complaint@neonreef.co.uk and we'll send you a copy of their leaflet free of charge.

You can get in touch with them at any time during the complaints process.