

# Complaints Procedure



While we aim to provide a seamless service, in the real world things do sometimes go wrong. Here at Spark, we're firm believers in learning from these experiences so they aren't repeated. Every customer complaint is treated with the high importance it deserves. Should you need it, here's our complaints procedure and how to contact us:



## Initial Contact

Before an issue is raised as a complaint you must in the first instance, contact our customer service team on 0845 869 4002 or [customerservice@sparkenergy.co.uk](mailto:customerservice@sparkenergy.co.uk). In the vast majority of cases, a resolution can be reached at this level. In the event that the customer service team are unable to resolve the issue, or to advise on the expected time for resolution, the issue will then be considered for complaint.

## Complaints Process

### Stage One: Initial Complaint Resolution

To initiate a complaint, we advise you to write or email all the details and information relevant to the complaint, and contact us via the details provided below:

By Email: [customer.resolutions@sparkenergy.co.uk](mailto:customer.resolutions@sparkenergy.co.uk)

By Letter: Customer Resolution Team,  
Spark Energy Ltd,  
Ettrick Riverside,  
Dunsdale Road,  
Selkirk  
TD7 5EB

Please note that all communications will be vetted to ensure that only genuine complaints are progressed. If customer services have not been contacted in the first instance, you will be advised to do this before raising a complaint. This ensures that genuine complaints are given the time and attention they warrant to achieve a resolution. You are advised to provide as much information as possible to allow us to resolve your issue effectively.

A specialist agent will review your complaint and an acknowledgment letter/email will be sent within 48 hours of receipt. As part of this communication we may ask for additional information to aid with our investigation. This letter shall provide you with a contact name and reference number.

We will endeavour to resolve your issue immediately however, a resolution should be expected within 2 - 4 weeks. Over this period we will ensure that your complaint is managed effectively and if required initiate further communications. If we cannot resolve the issue in this time, then we shall escalate the complaint and provide you with contact details of a senior manager.

### Stage Two: Escalating Your Query

In the rare instance where our response is unsatisfactory, or you have not received a resolution within four weeks, you can escalate your concern. You should have been sent a communication detailing a senior manager to contact. The manager will do everything they can to resolve your issue speedily and without delay. In any event you should expect a resolution within 2 - 4 weeks of escalation and no more than eight weeks after your initial concern. Again depending on the circumstances we may provide the following:

- An explanation of the circumstances around the complaint
- An apology
- Compensation

### Stage Three: Arbitration

You have the right to refer your complaint to an independent arbitrator, the Energy Ombudsman after we have provided a final resolution or have not resolved your complaint within 8 weeks. The Energy Ombudsman is an impartial arbiter specialising in resolving energy customer complaints.

They can be contacted by telephone on 0845 055 0760 or 01925 530 263 or by email: [enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)



For clear, practical consumer advice, call Consumer Direct on 08454 04 05 06 or visit [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

