



## Customer Complaints Process

We aim to give you the best possible customer service, but if you feel we have fallen short, please let us know. Very often, misunderstandings can be sorted out on an informal basis, and we welcome the chance to put things right. However, if you feel the problem needs to be looked at more officially, you can follow our *Customer Complaints Process*. We will work to put things right for you as quickly as possible; keeping you fully informed at all stages.

This process lets you know how to go about making a complaint and how to take it further if you need to.

To ensure that we can deal with your complaint in a prompt and efficient manner, please contact us as follows:

Email: [operations@nfuenergy.co.uk](mailto:operations@nfuenergy.co.uk)  
Telephone: 024 7669 6512  
Post: NFU Energy, 10<sup>th</sup> Street, Stoneleigh Park, Kenilworth, Warwickshire CV8 2LS

Our objective is to deal with all complaints fairly, confidentially and effectively, and to keep you updated on the progress made. You will be treated with courtesy and respect.

In most cases, we endeavour to resolve your complaint within five working days of you contacting us.

Occasionally, the resolution may take longer if the nature of the issue is more complex. In these circumstances we will write to you within five working days to acknowledge your complaint and advise you about who will be dealing with the issue.

If we have not resolved your complaint within four weeks, we will provide you with an update and an anticipated timescale for conclusion. This will be no more than eight weeks from us initially receiving your complaint.

Following our investigation, we will contact you to confirm our final response with an explanation of the steps we have taken.

If you are dissatisfied with our final response, please contact us within four weeks of receipt. If we do not hear from you within four weeks, we will close your complaint.

If you are a micro business, having used our brokerage services and we have not reached a resolution within eight weeks (unresolved), or a resolution cannot be agreed (deadlocked), you have the right for your dispute to be considered by the Ombudsmen Service, which can be contacted as follows:

Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)  
Phone: 0330 440 1624  
Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)  
Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

NFU Energy Membership Number: C35NFUE01  
The Energy Ombudsman is a free and impartial service.

NFU Energy: 10<sup>th</sup> Street, Stoneleigh Park, Kenilworth CV8 2LS

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