

Complaints procedure

Effective from **28 October 2026**. Existing contractual and statutory rights remain unaffected.

How to complain

If something has gone wrong, please tell us so we can investigate and put it right. You can complain by phone, email, post or another format that works for you. You do not have to put your complaint in writing.

Email: complaints@sparkhome.co.uk **Phone:** 0330 818 7273

Post: Complaints Team, Spark Energy UK Ltd, St. Pegs Mill, Thornhill Beck Lane, Brighouse, England, HD6 4AH.

Tell us what happened and what outcome you would like. Your order reference and relevant photos or documents may help. Let us know if you need assistance or an alternative format.

Urgent loss of electricity, heating or hot water

If the situation that led to your complaint leaves you without electricity, heating or hot water, tell us immediately. We will arrange to inspect the system within **24 hours of receiving your complaint** and provide a **final written response within 24 hours**.

Where the loss is caused by our installation, we will provide temporary electricity, heating or hot water, as applicable. These 24-hour periods include weekends and bank holidays; the ordinary timescales below do not apply to these urgent cases.

How we handle other complaints

Acknowledge. Within **two working days**, we will acknowledge your complaint in writing, identify your complaint handler and their contact details, provide Spark's and HIES's complaints procedures, and confirm when you can expect a detailed response.

Investigate. We will record and investigate your complaint fairly. We aim to provide our findings and proposed action within **10 working days** of receiving it. If we need longer, we will explain why as soon as possible, give you a new anticipated response date and keep you updated.

Inspect where needed. We will agree a suitable appointment and endeavour to inspect within **five days** of receiving the complaint. We will endeavour to provide a final written response within **seven working days of that visit**.

Explain the outcome. Our written response will explain our findings, reasons, any proposed remedy and its timescale, and how to take the matter further. We will retain a record and use complaints to improve our service.

Working days are Monday to Friday, excluding bank holidays. Independent help and escalation routes are on page 2.

Independent help

HIES and the independent Ombudsman

If you are dissatisfied with the progress or outcome of your complaint, you can ask HIES for free assistance. HIES can investigate and help the parties seek a resolution through conciliation or mediation.

HIES: 0344 324 5242 | info@hies.org.uk
hies.org.uk/contact

If conciliation or mediation does not resolve the dispute, you can ask for referral to the Dispute Resolution Ombudsman for review or a formal decision. You may also register a complaint directly with the Ombudsman at any time, although the earlier steps would normally be completed first. The Ombudsman will explain its eligibility and acceptance rules.

The Ombudsman is independent of Spark and HIES. A decision you accept is binding on Spark and settles that claim. You do not have to accept it. We will cooperate with HIES and participate in the dispute-resolution process required by the scheme.

Dispute Resolution Ombudsman: 0333 241 3209
disputeresolutionombudsman.org

MCS installation concerns

MCS can explain the route for complaints about an MCS installation, including any involvement of our certification body. We will cooperate with the applicable process.

MCS: 0333 103 8130 | mcscomplaints@mcscertified.com
mcscertified.com

Finance complaints

Contact the relevant lender about your finance agreement. Tell Spark about concerns involving our service or the way finance was introduced or arranged. We will identify the responsible finance business, pass on the relevant complaint promptly where appropriate and tell you who is handling it. We will continue to deal with any part concerning our installation or service.

For an eligible complaint, the Financial Ombudsman Service is free to use. You can normally refer a complaint if you are unhappy with the financial business's final response, or if it has not provided a final response within **eight weeks**. You normally have **six months from the date of the final response** to refer it. The Ombudsman can explain eligibility and exceptions.

Financial Ombudsman Service: 0800 023 4567
financial-ombudsman.org.uk

Your rights and independent advice

There is no charge for using Spark's complaints procedure. You can seek independent advice at any stage, including through [Citizens Advice](#). When our internal procedure is exhausted, we will provide the details of the applicable independent dispute-resolution body. Nothing in this procedure limits your statutory rights or your right to go to court.