



**Shell**  
**ENERGY**

# Our Broadband and Telephone Complaint Handling Procedure

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## How to make a Broadband complaint

We aim to serve - and support - our customers to the highest possible standard, so if you have a complaint, we want to resolve it quickly and effectively. Our customer service team is ready to help address any issues.

Here's how to get in touch with them:

**Online:** [Fill out our complaints form](#).

**By phone:** Call us on 0330 094 5801. Lines are open between 8am and 8pm. Monday to Saturday and between 9am and 6pm on Sunday.

**With Text Relay (using a text phone):** Dial 18001, then 0330 094 5801.

**By post:** Broadband Customer Services, Shell Energy, PO Box 6363, Coventry, CV3 9LR

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### What happens next

We aim to resolve all complaints as soon as we can, but it can take longer than usual if the complaint needs more detailed investigation.

If you get in touch online or by post, and we can't reach you by phone, we'll write within 10 working days. However you contact us, we'll keep your account updated with details of our conversations, and record how we've resolved the issue.

We'll close your complaint if:

- All necessary actions have been taken to resolve the issue
- You say you're satisfied
- We haven't received a response from you in 28 calendar days
- We refer you to the Ombudsman

The Ombudsman provides an independent alternative dispute resolution scheme. If you aren't satisfied with our response to your complaint, please let us know what you consider to be a satisfactory outcome.

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### How to escalate your complaint

If you're not satisfied, you can ask to be referred to a Team Manager. If they're not available at that time, they'll get back to you within two working days.

If you're not satisfied with the Team Manager's response, you can [contact our Escalated Complaints team \(email: complaint@shellenergy.co.uk\)](mailto:complaint@shellenergy.co.uk). They'll aim to respond to you within five working days.

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### If you're still not satisfied

If we've let you know we've done all we can do to resolve your complaint and you're still not satisfied - or if it hasn't been resolved within eight weeks of first being raised - you can refer your complaint to the Communications Ombudsman. You must contact them within 12 months of us letting you know we've done all we can to resolve your complaint (sometimes called the 'deadlock' letter).

The Ombudsman is a free and independent service. They can ask us to apologise, explain, take action to resolve the issue, and/or make a financial award. The Ombudsman's final decision is binding. [Learn more about the Ombudsman process \(www.commsombudsman.org\)](http://www.commsombudsman.org).

You can contact them:

**By phone:** 0330 440 1614

**By email:** [enquiry@commsombudsman.org](mailto:enquiry@commsombudsman.org)

**By post:** Communications Ombudsman, PO Box 730, Warrington, WA4 6WU.