

# Green Deal Consumer Complaints



Department  
of Energy &  
Climate Change

## I have a complaint about the Green Deal/ECO, but I haven't signed up to a Green Deal Plan and I don't know who to contact

If you have any complaints about the Green Deal or ECO. Whether it's about;

- Advertising
- Selling
- Assessment
- Misuse of the Green Deal Quality Mark\*
- Work undertaken

Contact the Energy Saving Advice Service (ESAS). They will be able to identify and help direct you to the appropriate contact point, depending on your specific complaint.

### ENERGY SAVING ADVICE SERVICE

England and Wales	0300 123 1234
Scotland	0808 808 2282
Website	<a href="http://www.gov.uk/greendeal">www.gov.uk/greendeal</a>

## I have signed up to a Green Deal Plan, and I want to make a complaint

If you have a complaint about any part of your Green Deal Plan or your Green Deal Provider, contact your Green Deal Provider first.

Complaints unresolved with the Green Deal Provider can be taken to the Green Deal Ombudsman and Investigation Service.

### GREEN DEAL OMBUDSMAN AND INVESTIGATION SERVICE

Phone	0330 440 1624
Textphone	0330 440 1600
Website	<a href="http://www.ombudsman-services.org">www.ombudsman-services.org</a>
Email	<a href="mailto:enquiries@os-energy.org">enquiries@os-energy.org</a>



**GET  
HELP**

Free and impartial advice about the Green Deal is available. Call the Energy Saving Advice Service on 0300 123 1234 (England and Wales) or 0808 808 2282 (Scotland) or visit [www.gov.uk/greendeal](http://www.gov.uk/greendeal)