

Unhappy about a product or service?

Our free, impartial service can help resolve your complaint quickly and fairly.

We act when consumers bring a complaint to us which their supplier is unable to resolve. We resolve complaints for consumers across a range of sectors including energy, communications, property and retail. Our service is free and easy to use.

 **Ombudsman
Services**

Good for consumers – Good for business

Property complaints

Including chartered surveyors, surveyors, estate agents, residential managing or letting agents and valuers

Call 0330 440 1634

Textphone: 0330 440 1600

Phone or internet provider

For complaints about phone or internet providers

Call 0330 440 1614

Textphone: 0330 440 1600

Energy companies

For complaints about gas or electricity suppliers

Call 0330 440 1624

Textphone: 0330 440 1600

Retail and other sectors

For complaints regarding retail

Call 0333 300 1620

Textphone 0330 440 1600



Find out how to use our free service at www.ombudsman-services.org