

9 September 2026

Important Notice: Process Change - December 2026

The Energy Ombudsman is always looking to improve the way in which complaints are managed. However, we know that when we make changes, it can have an impact on how suppliers work. We are therefore writing to explain a change that is currently in development and due to be introduced in December 2026.

What we are looking to address

When a consumer accepts our decision, the heat supplier has 28 days to implement the remedies we have required. Suppliers are asked to confirm to us when the remedy has been completed and to provide evidence of the action taken. Once that is done, the case is moved to a status known as “Check Resolution” and a task is generated for the Dispute Resolution Executive to close the investigation.

In some complaints, we find that remedies that have been marked as complete are in fact still outstanding. Currently, our case management system does not allow us to continue to query outstanding actions in a systematic way, and these cases are not visible on supplier dashboards or in remedy reports. That makes it difficult for consumers, heat suppliers and ourselves to track which remedies are still outstanding and to follow up effectively where action has not been taken.

The solution and how it will work

The change we are making will allow the Dispute Resolution Executive (DRE) to verify that the remedies have been implemented and, when not satisfied that it has been, to manage that through the case management system in a way that is visible to both parties.

We've set out the new process below.

What will happen after you mark remedies as complete

After you confirm that the remedies have been implemented, a DRE will review the evidence you have provided. The DRE will check each remedy individually and decide whether the evidence shows that the required action has been completed. This review will be completed within one business day.

If one or more remedies are not accepted as complete

If the DRE is not satisfied that one or more remedies have been implemented, you will be asked to take further action. A new task will appear on your dashboard showing which remedy or remedies still need to be completed. The DRE will provide a reason explaining why the remedy has not been accepted as complete.

You should review this reason carefully, complete any outstanding action, and upload further evidence to show that the remedy has now been implemented. The due date for the new task will be based on the time remaining from the original 28 calendar day remedy implementation period.

If the DRE is satisfied with the evidence provided

If the DRE is satisfied that all remedies have been implemented, the consumer will be asked to confirm whether they are satisfied that the agreed remedies have been completed. The consumer will have 14 calendar days to respond. At this stage, the consumer is only being asked to confirm whether they are satisfied that the agreed remedies have been completed as required - this is not an opportunity for the consumer to challenge or reopen the decision.

If the consumer confirms that they are satisfied, the case will be closed and marked as resolved. If the consumer does not respond within 14 calendar days, the case will also be considered closed and resolved.

If the consumer says they are not satisfied

If the consumer is not satisfied that one or more remedies have been implemented, they will be asked to explain why. A DRE will review the consumer's comments and the available evidence within one business day.

If the DRE is satisfied, from what the heat supplier and consumer have provided, that the remedies have been implemented, the case will be closed and marked as resolved. If the DRE agrees with the consumer that one or more remedies have not been implemented, you will receive a new task asking you to complete the outstanding remedy or remedies. The DRE will provide a reason explaining what remains outstanding.

The case will then repeat through the remedy implementation process. You will need to complete the required action, upload evidence showing that the remedy has been implemented, and submit the remedy for review again. The due date for this task will be based on the time remaining from the original 28 calendar day remedy implementation period.

The key dates for this change are set out below:

Date	What's happening
September 2026	This notice issued to all registered heat suppliers. No action required at this stage.
November 2026	Further communication with full details of system changes, new processes, and any actions required from heat suppliers.
December 2026	New case management system goes live. All new cases will be managed through the new platform from this date.

You do not need to do anything right now. We will be in touch again in November with everything you need to know before the go-live date, and we will make sure you have enough time to prepare.

If you have any immediate questions, please don't hesitate to get in touch with your usual contact at the Energy Ombudsman or email us at partners@trustalliancegroup.org

Thank you for your continued cooperation. We are confident that the new system will make working with us easier and more efficient, and we look forward to sharing more detail with you shortly.

Yours sincerely,

Jon Lenton

Regulatory Director

Energy Ombudsman

energyombudsman.org