**Indicative interview questions for EHU and Ombudsman Services users**

*Your complaint to your energy supplier*

1. What was your complaint about?
2. How easy was it to raise a complaint with your energy supplier?
3. Did the energy supplier ask you whether you needed any support to help you make your complaint?
4. How did the energy supplier respond to your complaint when you raised the problem with them?
5. Did you feel that:

* The process followed was fair
* You were treated fairly by staff

1. Is there anything that could be done differently in future to help ensure that problems are dealt with more effectively by energy suppliers?

*Your complaint to Ombudsman Services: Energy/ Extra Help Unit*

1. How did you find out about Ombudsman Services: Energy/ Extra Help Unit?
2. Did you have any difficulties in making use of the service provided by Ombudsman Services: Energy/ Extra Help Unit?
3. Did Ombudsman Services: Energy/ Extra Help Unit ask you whether you needed any additional support to make use of their service?
4. What happened with your complaint once you submitted to Ombudsman Services: Energy/ Extra Help Unit?
5. Did you feel that:

* The process followed was fair
* You were treated fairly by staff
* The outcome of the complaint was fair

1. Did you feel able to participate effectively in the resolution of your complaint?
2. Did you access any other sources of information or advice to help you resolve your complaint?
3. Is there anything that could be done differently in future to help ensure that problems are dealt with more effectively by Ombudsman Services: Energy/ Extra Help Unit?

*About you*

1. We are interested in how organisations can be more responsive to people who are in a difficult position or may be going through a tough time. If you are happy to tell us a little bit about your personal circumstances, could you tell us whether any of the following apply to you?

* You belong to a group that may find accessing services more difficult (for example, older people and people with long term health conditions often find this harder)
* You are going through – or have recently been through – a particularly tough time (for example, you have lost a job, been feeling unwell, or been subject to a lot of stress)
* You found the problem you had with your energy supplier was particularly difficult to resolve (for example, some people may find understanding their energy bills challenging)

1. Finally, is there anything else you would like to tell us that may be relevant to this research?