

Complaints Handling Process

We are committed to offering our customers the very best in customer service and we are really keen to hear how you feel about us. If, unfortunately things have gone wrong then you can use the following process to let us know.

How to contact us

The easiest and quickest way to resolve a complaint is to telephone us on the following number any time Monday to Friday 8:00 am to 8:00 pm and Saturday 8:00 am to 5:00 pm.

Scottish and Southern Electricity Networks
0800 9801395

Alternatively, if you are unable to phone or would prefer to write, you can contact us by post using the addresses listed below or, by emailing. You can also make your complaint in person by visiting us at the same addresses:

customercomplaints@ssen.co.uk

Scottish and Southern Electricity Networks

Customer Relations Manager (South)
Walton Park
Walton Road
Cosham
PO6 1UJ

Customer Relations Manager (North)
Inveralmond House
200 Dunkeld Road
Perth
PH1 3AQ

Complaint Handling Statement

Sometimes things can go wrong, so we have produced this Complaint Handling Statement to show what will happen if you have cause to complain to us.

Our Process

All our staff are trained to offer you the best possible customer service and will do their utmost to help you. If they need to involve their manager, they will do so to ensure the matter is resolved as quickly and easily as possible.

As part of resolving your complaint, we will offer you an explanation and an apology. We will also take remedial action and may award compensation in appropriate circumstances.

Step 1 – Aim to resolve your problem within 3 working days*

When you telephone us with a problem, our staff will attempt to resolve matters with you directly. However, if necessary your complaint will be escalated to a Manager or specialist team.

If you write to us with a problem, we aim to resolve matters within 3 working days. We may try to contact you by telephone to help with this resolution.

However, if we cannot resolve your complaint fully or have not agreed a form of resolution within 3 working days of your first contact, then we will escalate your complaint.

Step 2 – Aim to resolve your problem within the next 3 working days* after escalation

If unresolved, your complaint will be passed to a senior manager who will do everything possible to address your concern and reach a positive conclusion.

If we still cannot resolve your complaint fully or have not agreed a form of resolution within this second 3 working days period, then we will escalate your complaint to the next step.

Step 3 – Aim to resolve within the next 3 working days* after second escalation

If the complaint is still unresolved, we will raise the matter with the relevant Head of Business, who will aim to reach a resolution within the next 3 working days.

Step 4 – To independently review and resolve within the next 3 working days* after the relevant Head of Business Review

If still unresolved by the relevant Head of Business, an independent reviewer will be appointed to ensure the appropriate actions have taken place and all possible solutions have been considered.

**** All timescales are expected to be discussed and agreed with customers and therefore may vary depending on circumstances.***

The Energy Supply Ombudsman

If you remain unhappy after receiving the response from the independent reviewer or the relevant Head of Business, you can ask us to 'deadlock' your complaint. This means we will send you a letter which states we have been unable to resolve your complaint to your satisfaction. Once you receive a deadlock letter, you can contact the Ombudsman Services: Energy.

You can contact the Ombudsman Services: Energy without a deadlock letter, however they may refer you back to us if they believe you have not allowed sufficient time to resolve your complaint. You can also contact them, if your complaint has not been resolved and 8 weeks have elapsed since you registered your complaint.

The Ombudsman will carry out an independent investigation on your behalf. Any decision the Ombudsman makes will be binding on us, but not on you.

As part of resolving your complaint, the Ombudsman may ask us to make an apology or give an explanation. They can also ask us to take remedial action and may require us to award compensation in appropriate circumstances.

The Energy Supply Ombudsman Contact Details

Telephone – 0330 440 1624

Textphone – 0330 440 1600

Email – enquiries@os-energy.org

Website – www.os-energy.org

Citizens Advice consumer service

The Citizens Advice consumer service took over responsibility for providing consumer advice and information from Consumer Direct on 1 April 2012.

The Citizens Advice consumer service advisers offer independent, impartial advice. If you are a domestic customer, you can contact them at any point regarding your complaint:

Telephone – 03454 040506

Website - www.adviceguide.org.uk