

### **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](mailto: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 you a gesture of goodwill in appropriate circumstances.

### **Step 1 – Initial Contact (Day 1)**

When you speak to us with a problem, our staff will attempt to resolve matters there and then.

If you email or write to us, we aim to resolve matters within 2 working days. We may call you to do this in order to resolve the complaint quickly.

If we've been unable to agree a satisfactory resolution with you, we will move your complaint to the next step.

### **Step 2 – Complaints Team (Day 1 – 10)**

We'll spend the next 9 days trying to find a resolution for you. During this time, the Head of Region for your area will be involved every day and an independent reviewer will ensure all options have been considered to resolve your complaint as quickly and effectively as possible.

If we still cannot resolve your complaint fully or have not agreed a form of resolution within 10 days, then we will escalate your complaint to the next step.

### **Step 3 – Executive Complaints Team (Day 10 – 31)**

If the complaint is still unresolved, we will pass the complaint to our Executive Complaints Team. This is a specialist team who will spend time to look into your complaint and see if there's something they can do to help find a resolution that the complaints team have not done so far.

Our Executive Complaints Team will hold the complaint until it has been open for 31 days and liaise with senior management within your region to help resolve the complaint.

### **Step 4 – Senior Management Review (Day 31+)**

At day 31, a senior manager within our Customer Contact Centre or a relevant Head of Business Area will take on your complaint to investigate. They will make sure the correct processes have been followed so far and work with you to find a suitable resolution.

These are the most senior members of staff within the relevant business area and will work with you and other internal contacts to find a way to resolve your complaint. This is the last internal stage of the complaints handling process.

### **Step 5 – 'Deadlock' – The Energy Supply Ombudsman (8 weeks)**

If we cannot agree a suitable resolution within 8 weeks, or if all options have been exhausted prior to the 8 week point, your complaint can be deadlocked. Please see below for details on how you can contact the Energy Supply Ombudsman.

***\* 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](mailto:enquiries@os-energy.org)

Website – [www.os-energy.org](http://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](http://www.adviceguide.org.uk)