



The Right Kind of Energy



SSE Airtricity Energy Services (NI)
Complaint Handling Procedure



At SSE Airtricity, we are committed to offering the absolute best in customer service. We aim to get it right first time, every time. However, we recognise sometimes things do go wrong. If this happens, we will always deal with you openly and fairly to put things right. **This code of practice covers both domestic and non-domestic customers.**

Definition of a Complaint

For the purposes of this Code of Practice a complaint is:

“The expression (through various possible channels: letter, email, phone call or physical claim) of a person’s dissatisfaction”.

Making a Complaint

You can make a complaint free of charge. The quickest way to get a resolution to your complaint is to get in touch with our Customer Service Team. Please provide us with as much information as possible when making your complaint. We want to fully understand what's gone wrong. This is to make sure we get the right person handling your complaint, so we can investigate and resolve it as soon as possible.

Please include;

- Your full name.
- Your full address.
- A summary of your complaint
- A preferred contact number/method of contact.
- A convenient time to contact you.

If you're of pensionable age, disabled or chronically sick or if you have individual needs and require assistance to help you make a complaint, or if you are making a complaint on such person's behalf, please let us know, so we can take the right steps to resolve your complaint promptly.

SSE Energy Services contact information:



Freephone: **0800 7838 641**

Monday to Friday 9am to 5:00pm



Email: **complaints.ni@sse.com**



Webchat: **www.sseairtricity.com/business**

Monday to Friday 9am to 5:00pm,



Post: Customer Service Team, SSE Airtricity Energy Services (NI) Unit 14, Maryland Industrial Estate, Moneyreagh, Newtownards BT23 6BL

1 Purpose

This document covers the methods of recording and investigating complaints received by the organization from clients or customers, and for monitoring general customer perceptions regarding the company's performance.

To ensure that all complaints are thoroughly investigated and resolved within a reasonable timescale, and that other information relating to customer perceptions is used to implement improvements.

2 Responsibilities

The appropriate Line Manager together with the Customer Service manager are responsible for the handling of complaints related to the organisation's services and for obtaining customer satisfaction feedback from customers.

3 What we will do

The company aims to provide the highest possible standard of service at all times and will use complaints as a measure for promoting accountability and management efficiency, as well as a mechanism for introducing changes in service delivery.

All complaints will be dealt with promptly and in a confidential manner by an appropriate manager. If we aren't able to resolve your complaint there and then, we'll acknowledge your complaint via phone, email or by post within 5 working days, and a full response provided within 14 working days. In instances where a full response cannot be provided within the set time, the complainant will be notified of when they should receive a response.

If your complaint takes longer to resolve, we'll contact you regularly to keep you informed, but it won't exceed 3 months. If you need an update on what's happening, or to give us more information about an existing complaint, just get in touch with our Customer Service Team.

Our aim is that our response will resolve your complaint first time. However, if you aren't satisfied with our response, you can ask for your complaint to be reviewed by a Customer Service Manager. Your complaint will still be resolved within the timeframe mentioned above.

Where the complaint is received in relation to minor property damage or breakage and, where SSE's liability is undisputed, the appropriate Manager can authorise recompense for the customer up to the value of £20. In the event of a more serious event where liability is disputed, expected cost exceeds £20 or relates to any matter other than minor damage; it shall be referred directly to the Customer Services Manager or Regional Manager.

If the complainant is not satisfied with the response received from the appropriate line manager or customer service manager, he/she shall be advised to write directly to the Regional Manager and a response will be issued within 14 days.

In addition to the above, the company pro-actively seeks to obtain feedback from customers on all aspects of the services provided. This includes:

- Customer satisfaction forms
- Tenant surveys
- Customer testimonials

4 Gas Work – Unsafe Operatives

Where a complaint relates to an issue surrounding gas safety or a failure in procedures relating to the completion of gas work, the following actions will be taken.

- Investigation to be conducted by a senior qualified person.
- Post inspection of the work method or service call to be undertaken.
- Interview to be undertaken with the operative concerned.
- Investigating person to produce report and discuss with Regional Manager
- If applicable, commence disciplinary procedures.
- If necessary, identify training needs and / or provide support were required to improve base line knowledge or skills.

SSE will document any failings found in procedures by way of a technical bulletin to all staff employed in gas work including subcontractors.

All investigation details and, where applicable disciplinary findings, are to be held by Human Resources in the operative's personal file.

5 Alternative formats

A hard copy of this Code of Practice can be provided free of charge upon request. This Code of Practice is also available in alternative formats including Braille or Large Print.

