

Complaint Handling Statement and Procedure for Distributed Energy Customers



Our process

At SSE we are committed to offering the very best in customer service. Our Customer Charter sets out what our customers can expect from us. From time to time, things do go wrong, we have produced this Complaint Handling Statement to show what will happen if you have cause to complain to us.

All our telephone advisors are trained to offer you the best possible customer service and will do their utmost to help you. If they need to involve a Manager, they will do so to ensure the matter is resolved. We aim to reply to written correspondence within 5 working days after we receive your letter, however, more complex issues may take longer to resolve. We may have to contact other business area's within SSE or contractors to help resolve your complaint.

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.

How to contact us

The easiest and quickest way to resolve your complaint is to phone us on 0345 078 3215. Alternatively, if you are unable to phone or would prefer to write, you can contact us by email at community.energy@sse.com or by post. The postal address is **SSE Heat Networks, EU Customer Service, PO BOX 261, Havant, P09 9FE.**

Step 1 – To resolve your complaint at the first point of contact

When you phone us with a problem our advisor will attempt to resolve matters with you whilst you are on the call. However, if necessary, your complaint will be escalated to a manager. Our aim is to resolve your complaint as quickly as possible.

If you write to us with a problem, please provide your full contact details so that we can retrieve your account and investigate your complaint. We may try to contact you by phone to help with this resolution. If we cannot resolve your complaint fully or have not agreed a form of resolution you can proceed to the next step.

Step 2 – To resolve your complaint within 5 working days of escalation from step 1

Following Step 1, if the complaint has not been resolved to your satisfaction, then you can raise the matter with our Head of Customer Service, who will undertake an independent internal review and aim to reach a resolution within 5 working days. You can write to the Head of Customer Service, providing your name, account number and/or full address, at **SSE Heat Networks, EU Customer Service, PO BOX 261, Havant, P09 9FE.** Alternatively, you can e-mail community.energy@sse.com and state HEAD OF CUSTOMER SERVICE COMPLAINT in the subject box.

Step 3 – Ombudsman Services: Energy

If you have not received a satisfactory response from our Head of Customer Service and six weeks have passed since you first registered your complaint, as part of our Heat Trust Membership, you can contact Ombudsman Services: Energy. You have up to 12 months from these actions to refer to the ombudsman. You may be referred back to us if you have not escalated your complaint via our formal complaints process outlined in steps 1 and 2.

Ombudsman Services: Energy will carry out a free, independent investigation on your behalf. As part of resolving your complaint they 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. Any decision they make will be binding on our company, but not on you, so you can seek further advice if you wish to.

It is important to advise the Ombudsman that you are raising a complaint regarding a Heat Network issue.

Ombudsman Services contact details:

Write to: **PO Box 966, Warrington WA4 9DF**

Phone: **0330 440 1624**

Fax: **0330 440 1625**

Textphone: **0330 440 1600**

Email: **osenquiries@os-energy.org**

Website: **[www.ombudsman-services.org/
complain-now-energy.html](http://www.ombudsman-services.org/complain-now-energy.html)**

You may wish to seek independent advice in regard to any part of your complaint. You can do this by contacting the Citizens Advice Bureau. They are a source of free and independent energy advice and support. Go to the Citizens Advice website or call them on [0345 404 0506](tel:03454040506).

You can also check our responsibility towards managing complaints as a member of the heat trust by visiting the following website:- www.heattrust.org/index.php/heat-customers