

Complaint Handling Statement and Procedure for Small and Micro Business Customers

At SSE Energy Solutions we're committed to offering the very best in customer service and will do all we can to help you manage your account.

However, in recognition of the fact that things do sometimes go wrong, we've produced this Complaint Handling Statement to show what will happen if you have cause to complain to us.

Our process

All our telephone advisers 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.

We aim to reply to written correspondence by 5pm the following working day after we receive your letter. However, more complex issues may take longer to resolve. We may have to contact other agencies or suppliers to help resolve your complaint. As part of resolving your complaint, we'll offer you an explanation and an apology. We'll also take action to put things right and may award compensation in appropriate circumstances.

How to contact us

The easiest and quickest way to resolve your complaint is to give us a call on the number listed below. We may monitor your call to help improve our customer service.

Alternatively, if you're unable to phone or would prefer to write, you can get in touch with us by email or by post using the address listed below.

If at any time you'd prefer to talk to us face-to-face about your complaint, you can visit one of our Customer Service Centres. Please contact us for details of your nearest office.

Ways to get in touch:



Phone
0345 725 2526*
(open 8.30am – 5pm Monday – Friday)



Post
**SSE Energy Solutions, No. 1 Forbury Place, 43 Forbury Road,
Reading, Berkshire, RG1 3JH, United Kingdom**



Email
cmt.commercial@sse.com



Website
sseenergysolutions.co.uk

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

When you phone us with a problem one of our advisers will attempt to resolve matters with you while you're on the call.

However, if necessary, your complaint will be escalated to a manager or specialist team. We want to agree a solution by 5pm the following working day.

If you write to us with a problem please provide your full contact details as we aim to fully resolve matters by 5pm the following working day after we receive your letter. We may try to give you a call to help with this resolution.

If we can't resolve your complaint fully or have not agreed a form of resolution by 5pm the following working day after your first contact, then you can proceed to the next step.

Step 2 – Complaint Management Team

Following Step 1, if the complaint hasn't been resolved to your satisfaction, then you can raise the matter with our Complaint Management Team, who will undertake an independent internal review and aim to reach a resolution within five working days.

You can contact the Complaint Management Team, providing your name, account number and / or full address, as follows:



Phone
0345 072 9402*



Post
**SSE Energy Solutions, No. 1 Forbury Place, 43 Forbury Road,
Reading, Berkshire, RG1 3JH, United Kingdom**



Email
cmt.commercial@sse.com

If you'd prefer, you can deal with your complaint throughout this process by speaking with us rather than writing.

Step 3 – Energy Ombudsman

If you haven't received a satisfactory response from our Complaints Management Team and six weeks have passed since you first registered your complaint, or we've sent you a deadlock letter, you can contact the Energy Ombudsman. You may be referred back to us if you have not escalated your complaint via our complaints process outlined in steps 1 and 2.

The Energy Ombudsman 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 action to put things right and may require us to award compensation. Any decision they make will be binding on us, but not on you, so you can seek further advice if you wish to.

Here's how to contact the Energy Ombudsman:



Phone

0330 440 1624*

(open 8.30am – 5pm Monday – Friday)



Email

enquiry@energyombudsman.org



Website

energyombudsman.org

Free independent help and advice at any stage

It's easy to get free, independent advice so that you 'know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

To 'know your rights', visit **citizensadvice.org.uk/energy**. For up-to-date information, you can also call the Citizens Advice consumer service on **0808 223 1133** or use their online support function. If you're in Scotland, you can visit **cas.org.uk** or call Citizens Advice Scotland on **0800 028 1456**.

*Please note that 03 numbers, introduced by Ofcom, are an alternative to chargeable 08 numbers such as 0845. Calls to 03 numbers cost the same as, or less than, calls to 01 and 02 prefixed numbers and are included as part of any inclusive minutes or discount package. These rules apply to calls from any type of line including mobile, fixed line or payphone.

SSE Energy Solutions is a trading name of SSE Energy Supply Limited, registered in England and Wales number 03757502, which is a member of the SSE Group. The registered office of SSE Energy Solutions is No. 1 Forbury Place, 43 Forbury Road, Reading, Berkshire, RG1 3JH, United Kingdom.

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