

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 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 the number listed. 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 contact us by email or by post using the address listed.

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.



Phone: **0345 7252526*** (open 8.30am – 5pm Monday – Friday)



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



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 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 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 contact you by telephone to help with this resolution.

If we cannot 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 has not 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: **01256 304272**



Email: **cmt.commercial@sse.com**



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

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

Step 3 – Ombudsman Services: Energy

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 Ombudsman Services: Energy. You may be referred back to us if you have not escalated your complaint via our 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.

Here's how to contact Ombudsman Services: Energy:



Phone: **0330 440 1624*** (open 8.30am – 5pm Monday – Friday)



Textphone: **0330 440 1600***



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



Website: **ombudsman-services.org/energy**

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, contact the Citizens Advice consumer service on **03454 040 506*** or send an email using their energy enquiry form.