



SENCOENERGY

Sensible Energy Solutions

Senco Energy Limited
Complaints Handling Procedure

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Senco Energy Limited

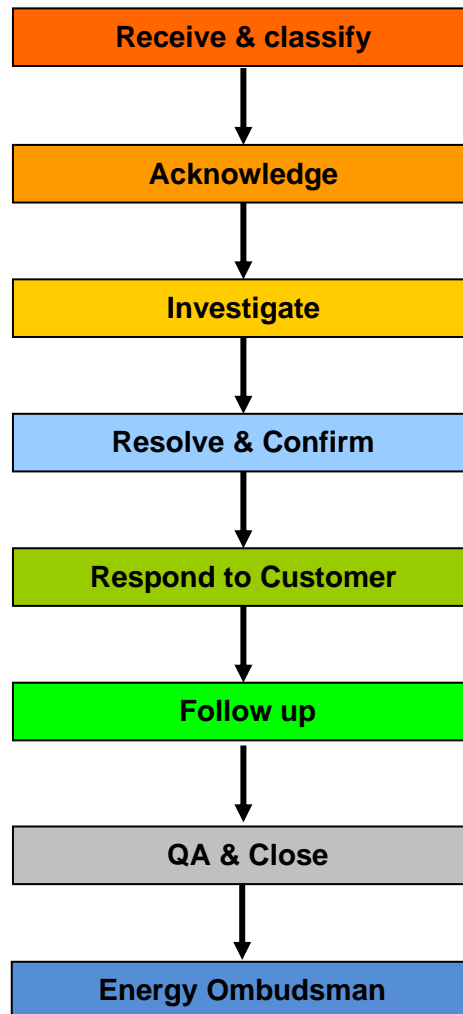
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Process Overview

The following key steps must be followed for all customer complaints received by Senco Energy Limited staff:



The requirements for each of these steps is detailed below

1 Receive & classify

Summary

Ensure that all potential issues are captured by the organisation, and classified for escalation, review and action as required.

- Any complaint, issue or negative customer interaction (whether this is formally logged by the customer or not), must be logged and classified for action.
- All of these complaints must be formally logged using the paper-based forms stored on the shared company drive.
- All complaints must be prioritised as follows:
 - **Priority 1 – urgent**, potential high business impact. **The SLA requires a response to the customer within 3 working days.**
 - Also this could be used in a situation where the customer may be in a position to influence or make public statements that would impact upon the Company X brand or reputation.
 - **Priority 2, - non-urgent**, lower business impact. The SLA requires a response to the customer within 2 working weeks, the complaint must still be acknowledged with 3 work days.
 - This should be used for most complaints with individual customers, as this allows a reasonable time to collect information and produce a balanced response.
- Discretion and flexibility should be exercised in prioritising all complaints
- Directors will decide on the appropriate person(s) to carry out subsequent steps, including the investigation.
- All Priority 1 and Priority 2 complaints must be escalated immediately to a company Director.
- All complaints must be treated with courtesy and respect at all times.

2 Acknowledge

Summary

Ensure that every complaint receives a formal written acknowledgement, containing an expectation of when they will receive a response, and the person dealing with it.

- All complaints, regardless of priority, should receive a pro forma (see below) acknowledgement sent out 1st class mail on the day of receipt.

3 Investigate

Summary

Follow up all aspects of the complaint, both internal and external, to ensure that the key facts are identified and clarified.

- The priority of the complaint will drive the timescale for completion (3 days for urgent or 2 weeks for non-urgent).
- All areas of interaction and communication should be established (who, what, where, when, why etc) and documented where possible.

4 Resolve & Confirm

Summary

Ensure that the final resolution is clear and fair for all parties concerned (client, supplier, Senco Energy). Also confirm the proposed action and resolution with another senior employee.

- Ensure that the proposed resolution meets corporate guidelines and does not prejudice Senco Energy in any unnecessary legal or financial manner.
- Document the proposed action and discuss and agree with relevant stakeholders.
- Discuss and review the solution from both the corporate and customer viewpoint to ensure fairness and clarity.
- The review should include recognition and documentation of any underlying issues that have contributed to the complaint and recommendations for actions to prevent further occurrence.

5 Respond to Customer

Summary

Provide the customer with the resolution within the timescales promised.

- The details of the findings and proposed resolution should be clearly explained (in written or verbal form as appropriate) to the customer- within the agreed timescales.
- If this cannot be done on time the customer should be contacted by telephone to request further time.

6 Follow up

Summary

Ensure that complaints are followed up to confirm that customers are satisfied with the response given.

- All Priority 1 and Priority 2 complaints must be followed up within a reasonable timescale.
- The follow up should identify the following
 - Is the customer satisfied with the response?
 - Did they feel that their complaint was properly and fairly handled?
- Any negative responses to these questions should be referred to Directors for action and direct follow up with customers.

QA & Close

Summary

Ensure that the organisation as a whole is aware of complaints and any underlying issues. Plan actions to remove these and prevent future recurrence.

- All complaints should be reviewed quarterly thereafter.
- Any complaints where action can be taken to avoid recurrent must be acted upon and raised with the appropriate managers across the organisation.

Ombudsman

Summary

Should any complaint not reach a satisfactory conclusion within the required timeframes the client is able to escalate this to the Ombudsman as a matter of urgency. Should a period of 8 weeks pass from the initial complaint being raised, clients shall be able to refer this to the Energy Ombudsmen.

Matters can only be referred to the Energy Ombudsmen within a 12 month period.

- Approved by Ofgem, the Ombudsman is completely independent from the energy industry, the regulator and consumer groups.
- The Energy Ombudsmen services are impartial and free for clients use
- The Ombudsman can be contacted by:

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

Textphone: 0330 440 1600

Postal:

Ombudsman Services: Energy

PO Box 966

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