



sse

Southern Electric  
Scottish Hydro  
SWALEC  
Atlantic

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# Phone and Broadband Our Customer Complaints Code

At SSE we're committed to offering the very best customer service. However, we recognise that sometimes things go wrong. We've produced this Complaints Code to explain what happens if you have cause to complain to us.

## Our process

All our telephone advisers are trained to offer you the best customer service and will do whatever they can to assist you. If they need to involve their manager, they will do so to help to put things right.

We aim to reply to letters and emails by the end of the next working day. More complex issues may take us longer to resolve and sometimes we need to contact other agencies or suppliers to help resolve your complaint. As part of resolving your concerns we'll explain what went wrong and, if we've let you down, apologise. We'll also take action to improve things and may award compensation in appropriate circumstances.

## How to contact us

We prefer to speak with our customers and you can call us on 0345 071 9890. We're here to help you from 8am to 8pm Monday to Friday and 8am to 2pm on Saturdays. Alternatively, if you're unable to call us, you can email us at [customerservice@sse.co.uk](mailto:customerservice@sse.co.uk) or complete our online complaint form at [sse.co.uk/forms/online-enquiry-form](http://sse.co.uk/forms/online-enquiry-form)

If you prefer, you can write to us at SSE Phone and Broadband, Customer Service, PO Box 230, Havant, PO9 9DT.

If you'd like to talk to us face-to-face about your complaint, you can visit one of our Customer Service Centres in England, Scotland or Wales. Please contact us for details of your nearest office.

### Step 1 To resolve your complaint quickly

When you phone us with a problem, our adviser will try to resolve it with you whilst you are on the call. If we can't sort things out immediately, we'll keep you informed about how long we expect it to take. We may need to escalate to a manager or a specialist team.

If you write to us with a problem, please provide your full contact details as we aim to resolve things as quickly as possible. We may try to contact you by phone to sort things out.

If we can't resolve your complaint fully or we've not agreed a solution with you, then you can proceed to the next step.

### Step 2 To resolve within 5 working days of escalation from step 1

If you're unhappy after you've spoken with us or you feel we've not fully resolved your complaint, you can escalate your concerns to our Head of Customer Service Team which aims to reach a resolution within 5 working days. You can contact our Head of Customer Service Team by calling 0345 071 9853 or emailing [headofcustomerserviceteam@sse.com](mailto:headofcustomerserviceteam@sse.com). If you prefer, you can write to The Head of Customer Service Team, SSE Phone and Broadband, PO Box 7506, Perth, PH1 3QR.

### Step 3 Complaint resolution

We will contact you by telephone to explain the outcome of our investigation. If we cannot make contact, we'll write to you and explain that you have 28 days to let us know if you feel the complaint remains unresolved or you are still unhappy.

If we do not hear from you within 28 days, we will consider the complaint to be closed.

If you remain unhappy with the outcome you can proceed to step 4.

### Step 4 Independent dispute resolution

There is an independent service to help resolve complaints for domestic or small business customers called 'Ombudsman Services: Communications'. They can carry out a free independent review on your behalf and any decision they make will be binding on us, but not on you.

You can choose to contact the Ombudsman if you're still unhappy eight weeks after you raised your complaint. You can also contact the Ombudsman at any time if we have proposed our final solution to resolving your complaint and you tell us you are unhappy with that. In both these circumstances, we'll send you a letter to confirm the next steps. You can call the Ombudsman on 0330 440 1614, text phone on 0330 440 1600, email [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org) or go online at [ombudsman-services.org/sectors/communications](http://ombudsman-services.org/sectors/communications).

If you prefer, you can write to Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU.

You may be referred back to us if you haven't escalated your complaint through our formal complaints process outlined in above.

## Other Information

The Office of Communications (Ofcom) is the regulator for the UK telecommunications industry. They make sure telecommunications companies meet their obligations under telecoms and competition laws and regulations. Their contact details are:

Phone: 0300 123 3333 or 020 7981 3040

Text phone: 18001 01925650744

Fax: 020 7981 3333

Post: Office of Communications  
Riverside House  
2A Southwark Bridge Road  
London  
SE1 9HA

Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)



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