



# Complaint Handling Statement and Procedure for Domestic Customers

April 2020

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

## Our process

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 their manager, they will do so to ensure the matter is resolved.

We aim to reply to written correspondence by 8pm 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 will offer you an explanation and an apology. We will also take remedial action and may award compensation in appropriate circumstances.

*Independent help and advice is available at any stage from the Citizens Advice consumer service.*

## How to contact us

The easiest and quickest way to resolve your complaint is to phone us on the number listed.

Alternatively, if you are unable to phone or would prefer to write, you can contact us by email, via our [online complaint form](#) or by post using the address listed.

If at any time you would 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 071 7800**  
(open 8am – 8pm Mon – Fri and 8am – 2pm Sat)

**Post:** **SSE, PO Box 7506, Perth PH1 3QR**

**Website:** [www.sse.co.uk](http://www.sse.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 8pm 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 8pm the following working day after we receive your letter. 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 by 8pm the following working day after your first contact, then you can proceed to the next step.

## Step 2 – To resolve 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 Team, who will undertake an independent internal review and aim to reach a resolution within 5 working days.

You can contact the Head of Customer Service Team, providing your name, account number and / or full address, as follows:

**Phone:** **0345 071 9853**  
**Post:** **SSE, PO Box 7506, Perth PH1 3QR**  
**Email:** [headofcustomerserviceteam@sse.com](mailto:headofcustomerserviceteam@sse.com)

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

## Step 3 – Ombudsman Services: Energy

If you have not received a satisfactory response from our Head of Customer Service Team and six weeks have passed since you first registered your complaint you can contact Ombudsman Services: Energy. 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.

**Website:** [www.ombudsman-services.org](http://www.ombudsman-services.org)

**Phone:** **0330 440 1624**  
(open 8am - 8pm Mon - Fri and 9am - 1pm Sat)

**Email:** [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

**Post:** **PO Box 966, Warrington, WA4 9DF**

## Free independent help and advice at any stage

Contact Citizens Advice if you need help with an energy problem – for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support.

Go to: [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call their consumer service on **0808 223 1133**. Calls are free.

## Sales and marketing complaints

If you are a domestic customer and you have a complaint in relation to our sales or marketing activities we will offer you an explanation and an apology. We will also take remedial action and may award compensation in appropriate circumstances.

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SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of OVO Electricity Limited registered in England and Wales number 06858121 (supply of electricity) and OVO (S) Gas Limited registered in England and Wales number 02716495 (supply of gas). The registered office of OVO Electricity Limited and OVO (S) Gas Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED.