



# Complaint Handling Statement and Procedure for Energy Customers

April 2021

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Our complaints procedure for energy is designed to help you make sure that all your queries are answered to your satisfaction. There are several steps you can follow to resolve your complaint quickly and efficiently, and to make sure your points are fully answered.

Please note that this procedure is only for energy complaints. If you have a complaint about another one of our products, please go to our complaints pages for broadband or home services.

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

The easiest and quickest way to resolve your complaint is to phone us.

When you phone us with a problem we will do our best 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 hear from you. We may try to contact you by phone to help with this resolution. 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.

If you're unhappy with the progress we are making to resolve your complaint, you can then proceed to Step 2.

Phone: **0345 070 7373**

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

Website: **Use our complaints form**

## ○ Step 2 – Head of Customer Service Team

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 full address, as follows:

Phone: **0345 071 9853**

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

Website: **Use our complaints form**

## ○ 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, or we have reached 'deadlock' (i.e. we can't agree a way forward), we'll write to let you know how you can contact Ombudsman Services: Energy. You may be referred back to us if you've 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.

Website: **www.ombudsman-services.org**

Email: **enquiry@ombudsman-services.org**

Phone: **0330 440 1624**

(open 8am - 8pm Mon - Fri and 9am - 1pm Sat)

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

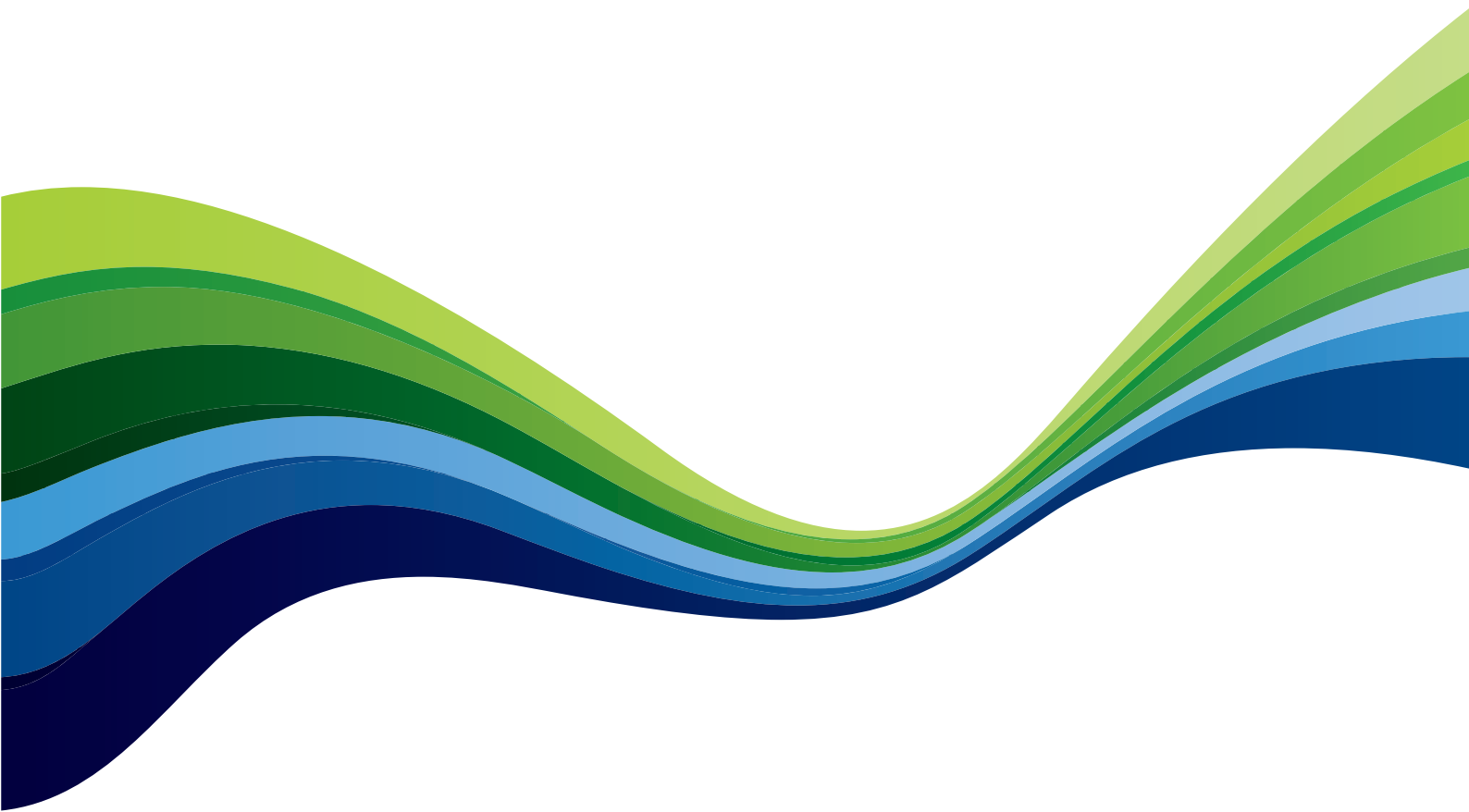
## Free independent help and advice at any stage

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](https://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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