

Complaints Procedure

If you are not satisfied with our service



**SP ENERGY
NETWORKS**

We are committed to providing you with excellent customer service, first time every time.

However sometimes things do go wrong. We want to know when this happens, so that we can sort any problems out as quickly as we can. Here is all the information you need to use our complaints procedure.

How to contact us:

 0330 1010 444

 customercare@spenergynetworks.com

In writing – you can write to us at:

Central & Southern Scotland

Customer Contact Team

SP EnergyNetworks

Strathkelvin House

Campsie Road

Kirkintilloch

G66 1RN

Merseyside & North Wales

Customer Contact Team

SP EnergyNetworks

3 Prenton Way

Prenton

CH43 3ET

Please tell us your address including postcode with a contact telephone number in your letter.

We will acknowledge your letter or e-mail within 1 working day.

Step 1 – Review by Customer Contact Team

However you contact us, we will aim to resolve your query within 10 working days.

Step 2 – Review by your Local Manager

If you are not happy with the response to your initial query and contact us again, we will acknowledge receipt of your complaint and arrange for a manager responsible for the electricity network in your area to review your complaint. We will contact you within 10 working days, or sooner if possible, and will do our best to resolve the problem at that stage.

Step 3 – Referral to a Senior Manager

If you are not happy with the way that the local manager has dealt with your complaint, you can ask for it to be looked at by a senior manager responsible for your region. We will contact you within 5 working days, investigate your complaint and work with you to resolve the problem.

Step 4 – Final Review by Customer Service Director

If after discussing your complaint with a senior manager responsible for your region, you are not fully satisfied by their actions, you can ask for your complaint to be formally reviewed by our Customer Service Director.

We will send you a letter setting out our final position within 10 working days.

Step 5 – Energy Ombudsman

We will do all we can to solve your problem by working with you. Where appropriate we will provide an apology and an explanation of what went wrong. We will take remedial action where this is needed and also may pay compensation. However if you are still unhappy with our actions and have followed steps 1–4, or if we have been unable to resolve your complaint within 8 weeks you have the right to contact the energy ombudsman. This is a free and independent dispute resolution service. The ombudsman will ask you for a full account of your dealings with us and they will also contact us to gain a factual understanding of the case from our perspective. The Ombudsman will make a final decision and inform you of the outcome.

Energy Supply Ombudsman

PO Box 966

Warrington

WA4 9DF

 0330 440 1624


 0330 440 1625

www.ombudsman-services.org

Other sources of advice and information

These organisations may be able to provide you with independent information and advice.

Consumer Helpline

 0345 4040 506

Citizens Advice

 www.citizensadvice.org.uk

Age UK

 www.ageuk.org.uk

 0800 169 6565