

CUSTOMER FEEDBACK COMPLAINTS PROCEEDURE FLOWCHART

Stage 1 - Service Level Complaint

This is the first stage for The Energy Company to resolve a customers dissatisfaction. The majority of complaints should be resolved at this stage, either by the relevant member of staff, or by their immediate superior.

ATTEMPT TO RESOLVE THE COMPLAINT WITHIN 24 HOURS
COMPLAINT LOGGED

ISSUE RESOLVED
NO FURTHER ACTION

ISSUE NOT RESOLVED
TO THE SATISFACTION OF THE CUSTOMER

Stage 2 - Service Level Review

The process for The Energy Company group manager to look at the complaint not resolved at Stage 1.

COMPLAINT TO BE DIRECTED TO THE APPROPRIATE GROUP MANAGER
WRITTEN ACKNOWLEDGEMENT SENT WITHIN TWO WORKING DAYS.

GROUP MANAGER INVESTIGATES COMPLAINT AND A WRITTEN RESPONSE
PROVIDED WITHIN FIVE WORKING DAYS. ACTION LOGGED.

COMPLAINT RESOLVED
NO FURTHER ACTION REQUIRED

COMPLAINT NOT RESOLVED
TO THE SATISFACTION OF THE CUSTOMER

Stage 3 - Complaints Panel

If the complainant remains dissatisfied with The Energy Company's handling of the complaint, it will be reviewed by a Director

COMPLAINT REVIEWED BY A DIRECTOR
RESPONSE TO THE CUSTOMER WITHIN 2 WORKING DAYS

COMPLAINT RESOLVED
NO FURTHER ACTION REQUIRED

COMPLAINT NOT RESOLVED
TO THE SATISFACTION OF THE CUSTOMER

If the customer is still not happy with the above process, we will advise them to contact the ENERGY OMBUDSMAN where they can take their complaint further....
Ombudsman services
Tel: 0330440 1624
Ombudsman Services:
3300 Daresbury Park, Daresbury,
Warrington WA4 4HS