

# Handling Your Enquiry or Complaint

A Scottish Power Charter



**SCOTTISHPOWER**  
The Energy People

This charter explains all you need to know about making an enquiry and how we will respond to you. It also provides details of our complaints handling process.

Section	Contents	Page
1	What You Can Expect From Us	2
2	What You Can Do to Help	3
3	Making an Enquiry or Complaint	4
4	Resolving Your Complaint	5
5	Sales Complaints	7
6	Independent Review	9

## 1. What You Can Expect From Us

- We always aim to respond promptly to your enquiry.
- We will treat you with fairness and courtesy at all times.
- We will treat in confidence any personal or financial details you give us.
- We will do our best to resolve your enquiry the first time you contact us.
- We will clearly explain any action we intend to take to resolve your enquiry.
- If we need more time to look into your query, we will keep you informed about our progress, usually by telephone.
- If you are making a complaint we aim to resolve it as quickly as possible. If we can't resolve your complaint immediately, we will give you a unique reference number and aim to acknowledge your complaint within five working days of recording it.
- If you are not satisfied with the way we handle your enquiry, we will tell you about other steps you can take.



## 2. What You Can Do to Help

### As a ScottishPower customer, you can help us to help you by:

- Paying your energy bill on time, or ensuring that your prepayment meter remains in credit.
- Letting us know if you are having difficulty paying an energy bill, so we can offer help and advice.
- Agreeing to pay back any money you owe us through manageable instalments, or by having a prepayment meter fitted.
- Contacting us immediately if you do not agree with your energy bill.
- Allowing our meter readers or representatives access to your home, when required.
- Providing your meter readings if you miss a reading or receive an estimated bill. You can do this online at [www.scottishpower.co.uk](http://www.scottishpower.co.uk), by phone or by post.
- Calling us as soon as possible if you think your meter has developed a fault.
- Calling us right away if you suspect your meter or other equipment has been damaged or tampered with.
- Telling us if you are planning to move home. Just call us on: **0845 270 7008**.
- Contacting us within seven days if you move into a new home where ScottishPower is the energy supplier, to set up an account with us at your new address, or to tell us about other arrangements you have made for your energy supply.

### 3. Making an Enquiry or Complaint

If you are unhappy with any aspect of our service, then please tell us about it. If we have made a mistake, we will do our best to put things right. Here are our contact details for you to use at any point in the complaints process:

Phone: **0845 2700 700**

Minicom: **0800 027 4900**

E-mail: **[contactus@scottishpower.co.uk](mailto:contactus@scottishpower.co.uk)**

Write to, or visit us at:

**ScottishPower Customer Services,  
Cathcart Business Park, Spean Street,  
Glasgow, G44 4BE**

#### **Some tips that may help you when you contact us:**

- Have your account details to hand when you call us and be sure to include these, as well as your full name, address and telephone number, when contacting us via email or letter.
- Tell us clearly what the problem is and what you would like us to do about it. We will explain clearly to you what we intend to do about your problem. If you phone us, ask for the customer service adviser's name and keep a note of it and when you contacted us.
- Keep copies of any letters or emails you send us until your enquiry or problem is resolved.

## 4. Resolving Your Complaint

### Complaints Procedure — Level 1

When you tell us about your complaint, we will strive to solve it straight away, even during the call if you contact us by telephone. We will work hard to resolve your complaint during the call, liaising with a Team Manager, if required.

If we can't resolve your complaint immediately, we will give you a unique complaint number (quoting this when you contact us helps us provide a faster service) and will acknowledge your complaint within five working days of recording it.

We will pass your complaint to one of our specialists and aim to give you a full and straightforward response to your complaint within 5 working days.

### Complaints Procedure — Level 2

Our specialist will contact you within 5 working days of you registering your complaint. Where possible they will be personally responsible for resolving your complaint.

We will try to provide a comprehensive and straightforward reply within 10 working days. If we need more time to look into your complaint, we will agree this with you and keep you fully informed of our progress.

If you are unhappy with the way we are handling your complaint, you can ask to speak to a manager, who will review your concerns and work with you to resolve the issue.

The vast majority of our complaints are closed at this level. In the unlikely event that we cannot reach agreement on a satisfactory resolution your complaint will be passed to our Senior Management team for review.

### Complaints Procedure — Level 3

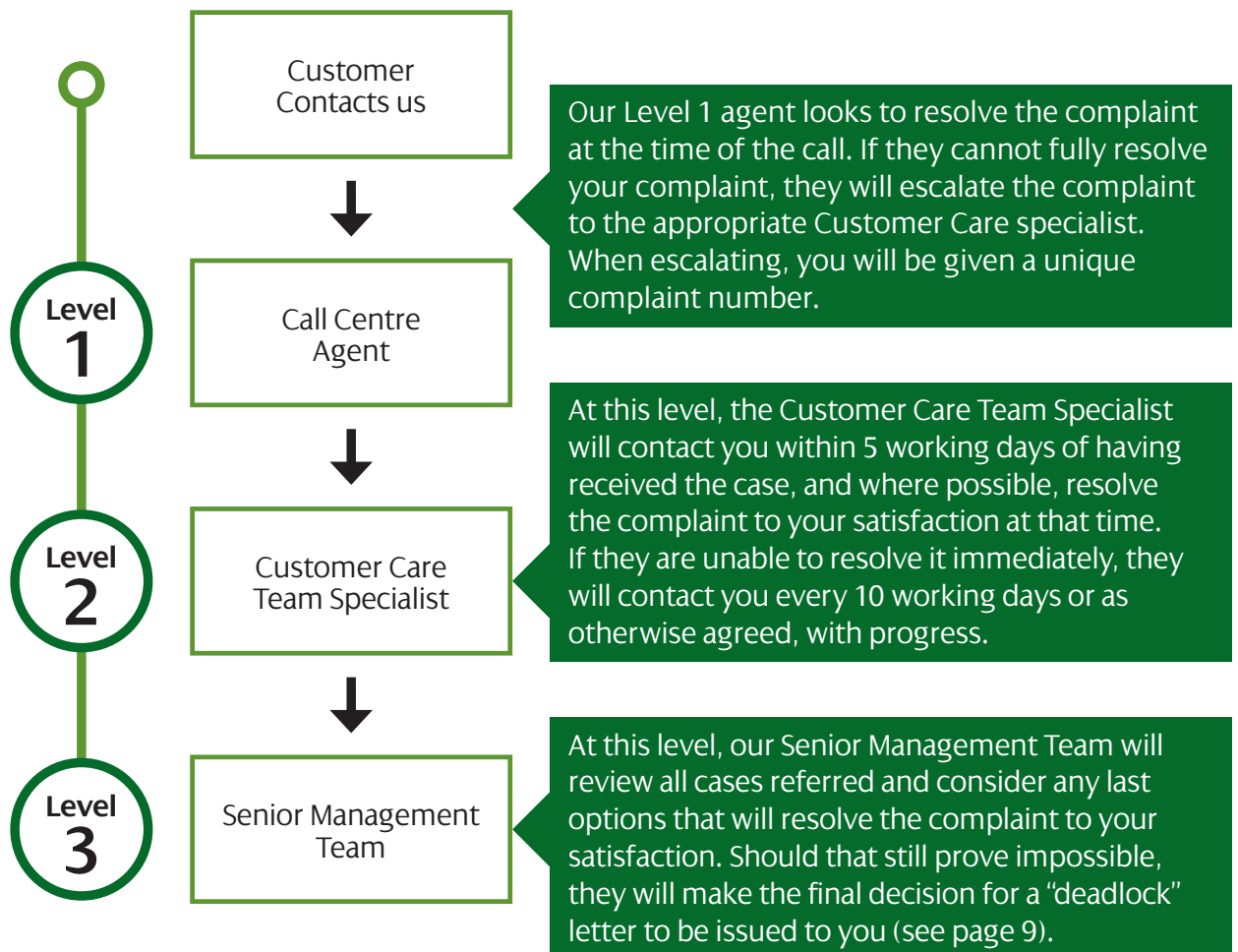
#### Escalation to Senior Management Team

If we are unable to reach a mutually acceptable agreement after the Senior Management team have reviewed your complaint we will formally write to you explaining our position. This is known as deadlock.

Each complaint is reviewed on a case-by-case basis. The likely outcomes are an apology, an explanation, remedial action and, in appropriate circumstances, compensation.

You can either choose to accept our final offer or ask the independent Energy Ombudsman to review your case. The Ombudsman can award similar types of remedy to ScottishPower.

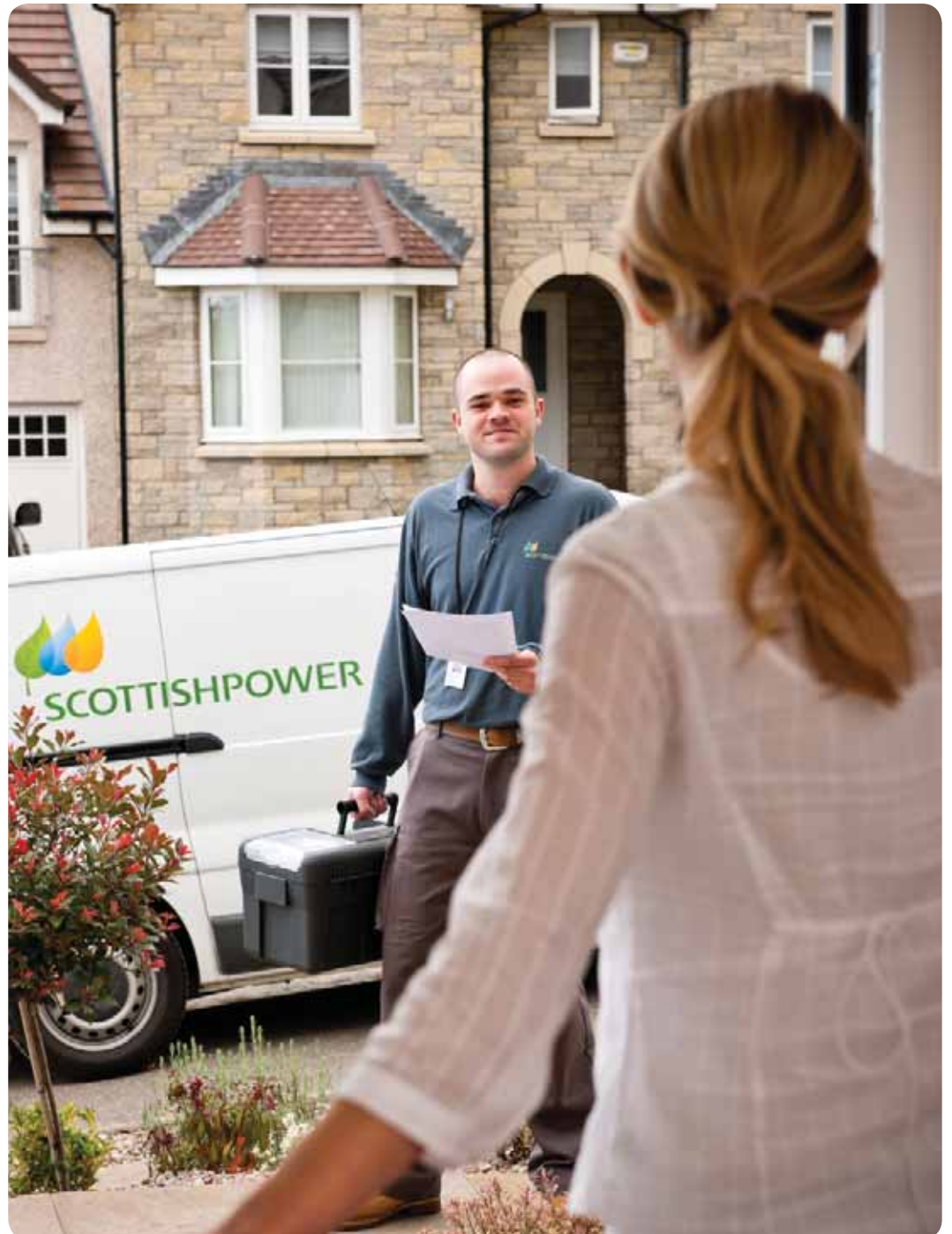
#### Complaints Escalation Process



Further details about our complaints process can be accessed on our website at: [www.scottishpower.co.uk/Home\\_Energy/Customer\\_Services/Making\\_a\\_complaint](http://www.scottishpower.co.uk/Home_Energy/Customer_Services/Making_a_complaint)

## 5. Sales Complaints

This section provides information on the standards we set for our sales activities and what we will do if you make a complaint.



We ensure that our sales procedures are carried out in line with the independent AES (Association of Energy Suppliers) Code of Practice, known as the EnergySure scheme.

This scheme was set up in 2003 to ensure that the energy sales activities of participating companies are conducted honestly and to high professional standards.

**The EnergySure initiative consists of:**

- A tough recruitment, training and accreditation scheme for energy sales agents.
- An online database of approved energy sales agents qualified to rigorously high standards; and
- A set of clear guidelines for good practice in energy sales.
- All of our doorstep sales agents are EnergySure accredited, and we use these stringent standards as guidelines for all our other sales activities, including our call centres.

If you have a complaint about the conduct of a sales agent acting on our behalf, we will carry out a thorough investigation.

If we find that a sales agent has acted improperly we can remove them from the EnergySure scheme.

If we fail to meet the standards set down by EnergySure, you may be entitled to compensation. We will pay compensation of £250 to any customer who is a victim of proven fraud by a sales agent working on our behalf.

For further information on EnergySure visit:  
[www.energy-retail.org.uk/salespractice.html](http://www.energy-retail.org.uk/salespractice.html)

## 6. Independent Review

We will always try to solve a problem to your satisfaction, so if you are not happy with our response to your complaint, please tell us.

If we can't reach an agreement with you, we will send you a "final offer" letter (known as "deadlock"). You can then seek independent advice from the Energy Ombudsman.

If you decide to do this, you must contact the Energy Ombudsman within six months of receiving the "deadlock" letter.

The Energy Ombudsman is an independent organisation that has powers to sort out complaints between member energy suppliers and domestic customers. ScottishPower is a member of the Energy Ombudsman scheme.

You can also contact the Energy Ombudsman direct if you have not received a "deadlock" letter from us, but 8 weeks have passed since you first complained. You must do this within nine months of making your initial complaint.



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You can also contact the Energy Ombudsman direct if you have not received a “deadlock” letter from us, but 8 weeks have passed since you first complained. You must do this within nine months of making your initial complaint.

You can telephone the Energy Ombudsman from 9am-5pm, Monday to Friday.

Telephone: **0845 055 0760** or **01925 530263**

Textphone: **18001 0845 051 1513** or **18001 01925 430886**

Email: [enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

Web: [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)

Or write to:

**Energy Ombudsman, PO Box 966,  
Warrington, WA4 9DF**

**Further independent sources of help and advice are available on our website:** [www.scottishpower.co.uk/Home\\_Energy/Customer\\_Services/Making\\_a\\_complaint/Useful\\_Contacts/](http://www.scottishpower.co.uk/Home_Energy/Customer_Services/Making_a_complaint/Useful_Contacts/)

**Other agencies which can offer help include:**

Citizens Advice Bureau: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Age Concern: [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

Consumer Direct: [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

#### Did You Know?

As part of our Supply Licence, we are legally obliged to meet Guaranteed Standards relating to billing, metering and customer enquiries. If we fail to provide you with a service that meets these standards, we will pay you compensation.

We also have to meet targets for overall Standards of Service, which are not covered by the compensation scheme. We will send you details of our performance against these standards once a year. You can find out more about the standards online at [www.scottishpower.co.uk](http://www.scottishpower.co.uk) under the Customer Services section of our website.

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If you would like more information  
about this charter contact our Customer  
Service team on: **0845 2700 700**



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