

Complaint Handling Procedure

Handling Your Enquiry or Complaint

A ScottishPower Charter



SCOTTISHPOWER

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.

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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 try 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 assign you a dedicated complaint handler.
- If you are not satisfied with the way we handle your enquiry, we will tell you about other steps you can take.

Did You Know?

It is our priority to help ensure you enjoy great service from us. As your energy supplier, we must meet the Guaranteed Standards – set by the energy regulator Ofgem – relating to:

- Making and keeping appointments
- Fixing faulty credit meters
- Fixing faulty prepayment meters
- Reconnection after disconnection for debt.

If we fail to provide you with a service that meets these standards, we will pay you compensation.

You can find out more online at:
scottishpower.co.uk/about-us/commitments/standards-of-service

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 try to 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 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 free on **0800 027 0072**. Lines are open Monday to Friday 8am to 10pm and Saturday 8.30am to 6pm
- 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.

Need additional support? Our Priority Services

We want to give as much support as we can to those customers who need it. You may be eligible for our Priority Services Register for a number of reasons ranging from a chronic illness or disability to a change in your personal circumstances. If we become aware that you (or someone in your household) would benefit from any of our Priority Services, we will offer to add you to our Register – alternatively, please let us know if you think you're eligible. For further information, please visit scottishpower.co.uk/psr or call us on **0800 027 0072**.

3 Making an Enquiry or Complaint

We aim to deliver the best service to our customers. From time to time, where this has not happened, we are committed to investigating and doing our best to put the situation right for you.

We define a complaint as 'any expression of dissatisfaction by a customer in relation to our service or products'. We aim to resolve all complaints fully and as quickly as possible.

Here are our contact details for you to use at any point in the complaints process:

Phone: **0800 027 0072**

Lines open Monday to Friday 8am to 10pm and Saturday 8.30am to 6pm.

Email: **contactus@scottishpower.com**

Write to:

**ScottishPower Customer Services,
320 St. Vincent Street,
Glasgow G2 5AD**

Some tips that may help you when you contact us:

- Have your account number 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 advisor'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

In order to resolve your complaint as quickly as possible, we follow a 3 stage process – which we've outlined below. And since it's important to us that you know what's happening with your complaint, you can stay informed of its progress through our online Complaint Tracker at **scottishpower.co.uk/trackmycomplaint**

Contact us with your complaint

We'll record your complaint, give you a unique complaint reference number and try to resolve your issue straightaway. You'll be pleased to know that 2 out of 3 complaints are resolved at this stage*.

We'll work to resolve your complaint

If we have been unable to resolve your case promptly, we'll pass it to a member of our specialist Customer Care Team. We will also send you information on how we'll handle your complaint by letter or email.

Your dedicated complaint handler will aim to resolve your complaint as quickly as possible – that's within 14 days for around 90% of customers*. If your complaint remains open beyond that time, we'll provide you with a status update in writing at calendar day 16, 28 and 56. Although, where possible, we'll do all we can to resolve your complaint much sooner. Don't forget, you can keep up to date online with your Complaint Tracker too.

When your complaint handler first gets in touch with you, they will provide contact details so you're able to get in touch at any point while they are working to resolve your complaint.

Making sure you're happy with our proposed solution

Rest assured, we will work hard to resolve your issue within 8 weeks, as is the case for around 97% of customers*. If our Customer Care Team is unable to resolve your complaint to your satisfaction, you can request an internal review to try to reach a resolution.

If after 8 weeks a resolution hasn't been reached to your satisfaction, you have the right to contact the Ombudsman Service: Energy to review your case. Please note, you may also be able to refer your case to the Ombudsman Service: Energy if you do not accept our final offer.

*Current performance results can be viewed at:

scottishpower.co.uk/about-us/performance/complaintsperformance

Potential outcomes from your complaint

When able to resolve your complaint:

- We will apologise for the issue and the fact you have had to contact us to have your complaint resolved
- We will resolve your issue, and where possible, explain what went wrong
- We will consider if a goodwill payment is appropriate to compensate you for your inconvenience in having to raise a complaint.



5 Sales Complaints

We do want to ensure that any contact you have with an energy adviser or sales agent representing ScottishPower is fair and honest and that our representatives act appropriately at all times.

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

If you have a complaint about the conduct of a sales agent/energy adviser acting on our behalf, we will carry out a thorough investigation and, where appropriate, take necessary actions to ensure any inappropriate conduct is not repeated.

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 Ombudsman Services: Energy.

If you decide to do this, you must contact the Ombudsman Services: Energy within 12 months of receiving our "final offer" letter. You can also contact the Ombudsman Services: Energy if you have not yet received a "final offer" letter from us, but 8 weeks have passed since you first complained.

This free independent body has powers to sort out complaints between energy suppliers and domestic customers. The outcomes they can impose include:

- An apology
- An explanation
- A remedial action
- A financial reward, if deemed appropriate.

You don't have to accept their decision, but if you do agree to it, we will comply with their findings.

Ombudsman Services: Energy

Telephone: **0330 440 1624**

Lines open Monday to Friday 9am to 5pm

Email: osenquiries@os-energy.org

Website: www.ombudsman-services.org/energy

Or write to: **Energy Ombudsman, PO Box 966, Warrington WA4 9DF**

7 Further Support

Need support during the complaints procedure?

For free and independent help, advice, information or support during the complaints process, you may find the following contacts useful:

Citizens Advice Bureau

The Citizens Advice Bureau provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. To find your nearest Citizens Advice Bureau, visit citizensadvice.org.uk

Citizens Advice Consumer Service

Telephone: **03454 04 05 06**

Website: www.citizensadvice.org.uk/energy

Web form: https://forms.adviceguide.org.uk/complaint_energy.aspx

The Citizens Advice consumer service provide free, independent and confidential advice on consumer issues. The Citizens Advice consumer service can be consulted at any stage when you have a complaint. They provide online help pages, a Consumer Helpline to give you practical and impartial advice over the phone or you can complete their consumer web form.

Age UK

Telephone: **0800 169 6565**

Website: www.ageuk.org.uk/money-matters/consumer-advice/resolver

Age UK is the country's largest charity dedicated to helping everyone make the most of later life. Age UK has teamed up with Resolver to give you an easy and effective way to complain. Resolver is a free complaints management service that can help with every aspect of your complaint.

Know your rights as an energy consumer, visit:

scottishpower.co.uk/about-us/commitments/know-your-rights

You can check our current complaint performance results at:

scottishpower.co.uk/about-us/performance/complaintsperformance

Need boiler care help?

If you have any problems with your HomeComfort Boiler Care, please call our dedicated centre free on **0800 001 5214**.

Need additional support?

If you need additional support via our community liaison service, call us free on **0800 027 0072** and we'll be happy to arrange this for you.



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If you would like more information about this charter contact
our Customer Service team free on: **0800 027 0072**

We understand the importance of keeping your personal details safe.
To find out more, visit www.getsafeonline.org

Hearing or speech difficulties?

Depending on your needs, the Next Generation Text Service (NGTS)
offer a range of tools and services that can help you contact us.
Simply visit www.ngts.org.uk for more information.

ScottishPower Customer Services,
320 St. Vincent Street, Glasgow G2 5AD
scottishpower.co.uk