

# **Complaint Handling and Dispute Resolution Procedure**

Vattenfall Networks Limited

Confidentiality class: None (C1)



**VATTENFALL**

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## Contents

1. Introduction.....	3
2. Registering your complaint .....	3
3. Handling your complaint .....	3
4. References .....	4

# 1. Introduction

Vattenfall Networks Limited (VNL), licenced Independent Distribution Network Operator (IDNO) is committed to delivering a high-quality service and maintaining high standards for our customers. We continually look to improve our service delivery, however, we recognise that sometimes despite our best efforts, we might not meet our customers' expectations. This document was created to explain step by step the procedure for dealing with customer complaints within Vattenfall Networks Limited. The procedure is applicable to both domestic and commercial / industrial customers.

## 2. Registering your complaint

If for any reason you are dissatisfied with our service, you can register your complaint contacting us in any of the following ways:

- By telephone: **+44 (0)20 7832 7998**, Mon-Fri, between 9.00 am and 5.00 pm
- By email: [idno.care@vattenfall.com](mailto:idno.care@vattenfall.com)
- In writing: Vattenfall Networks Ltd  
5th Floor, 70 St Mary Axe  
London  
EC3A 8BE

## 3. Handling your complaint

VNL strives to provide the best possible service and takes all complaints seriously. Our customers are very important to us and if they are dissatisfied, we want to know why and what we can do to improve the service to them. Once you submit your complaint, we will ensure that it is dealt with in a fair and efficient manner.

The complaints procedure will be based on the following steps;

### Step 1

**Receipt by customer care team** – Upon receiving your complaint, we will send you an acknowledgment of receipt as soon as possible, up to 2 business days of receiving it. We will be required to capture the normal point of contact to contact you. At this stage we will do our best to resolve the matter at first point of contact, although we may need to follow the issue up later with more detailed information. At this point we will require a phone number, email address and contact address to that we can respond with an initial 10 working days of you contacting us.

### Step 2

**Escalate to the Project Manager** – If the problem is not able to be resolved at the initial point of contact then the project manager will be assigned the responsibility of investigating the complaint and responding within 5 working days. They will aim to resolve the problem at this stage. Where appropriate we will provide an apology and

explanation of what went wrong including taking any remedial action where this is needed and also may pay compensation. Should we fail to respond within this time, we will provide you with a compensation payment in accordance with Ofgem's Guaranteed Standards of Service. A full list of these standards is available on their website: [www.ofgem.gov.uk](http://www.ofgem.gov.uk).

Any customer identified as being a Priority Services Customer, and who experiences a qualifying interruption, shall be entitled to an automatic payment from us in respect of the regulations where no exemptions under those regulations apply.

### Step 3

**Escalate to Managing Director** – If you are still not satisfied, the case will be formally reviewed by the Managing Director. At this point they will make a decision within 5 working days by letter or telephone. The outcome of which will be captured in the complaints database system.

### Step 4

**Energy Ombudsman** – If VNL are satisfied that they have done everything they can to resolve your problem by working with you and you are still unhappy then you have a right to contact the Energy Ombudsman.

They will ask for a full account of your dealings with VNL and will contact us to gain a full understanding of events. This is a free and independent resolution service who will make a final decision and inform you of the outcome. They are approved by the energy regulator Ofgem to independently handle disputes between energy companies and their customers, which includes domestic customers and micro businesses. Their service is free to consumers and is simple to use.

Energy Ombudsman contact details:

Website	<a href="http://www.energyombudsman.org">www.energyombudsman.org</a>
Telephone	0330 440 1624
Email	<a href="mailto:enquiry@energyombudsman.org">enquiry@energyombudsman.org</a>
Mail	PO Box 966 Warrington WA4 9DF

## 4. References

This Complaints procedure is driven by and intended to implement the following Vattenfall Policies and VNL documents:

- Ofgem's Guaranteed Performance Standards
- Vattenfall Networks Quality Policy
- Vattenfall Networks Business Policy Statement

- Vattenfall Networks Complaints Procedure
- Vattenfall Networks Health, Safety, Environmental and Quality Manual
- Vattenfall Networks Generic Arrangements Procedure.