

Complaints Procedure

Vattenfall Networks Limited

Confidentiality class: None (C1)



VATTENFALL

Version number	Date	Revision	Prepared by	Reviewed by	Approved by
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1. Purpose

The purpose of this procedure is to establish the procedure for dealing with customer complaints within VNL/VNSL. The procedure will be applicable to both domestic and commercial / industrial projects.

2. Responsibilities

Generic responsibilities are detailed within the generic requirements procedure and, where applicable, form part of this procedure. Additionally:

The Project Administrator is responsible for:

- Logging the complaint and tracking the response timescales as per the timeline process

Project Manager is responsible for:

- Investigating the complaint, preparing a written response which will be logged against the complaints database for reference. They will also adjudicate on the initial response decision.

Managing Director responsible for:

- Making a final formal decision in the event a customer is unhappy with the outcome and is to ensure that the complaint has been handled correctly and fairly.

3. Terms and Definitions

Generic terms and definitions are detailed within the generic requirements procedure and, where applicable, form part of this procedure.

4. Requirements

The complaints procedure will be based on the following steps;

Step 1

Receipt by customer care team – 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 on this call, 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

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 the customer is still not satisfied it will be formally be 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/VNSL 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/VNSL and will contact us to gain a full understanding of events. There 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 Supply Ombudsman
PO Box 966 Warrington
WA4 9DF
0330 440 1624
www.ombudsman-services.org

5. Implementation Criteria

The implementation of this procedure will be deemed successful if VNL/VNSL complaints procedure is effectively assessed and managed. VNL/VNSL complaints database and timescale monitoring will form part of the verification process.

6. Performance Measures

The following measures are used to assess performance with regard to this VNL/VNSL procedure;

- Key Performance Indicators
- Non-conformances
- Performance against objectives

7. References

This Complaints procedure is driven by and intended to implement the following Vattenfall policies and VNL/VNSL documents;

- Vattenfall Networks quality policy
- Vattenfall Networks business policy statement
- OfGems Guaranteed Performance Standards
- Health, Safety, Environmental and Quality Manual

- Generic requirements procedure