

Complaint Handling Statement and Procedure

COMPLAINT HANDLING STATEMENT AND PROCEDURE FOR DOMESTIC CUSTOMERS

At M&S Energy we are committed to offering the very best in customer service. Our Domestic Customer Charter sets down what our domestic customers can expect from us. However, in recognition of the fact that things do sometimes go wrong, we have produced this Complaint Handling Statement to outline the steps we'll take if you have cause to complain to us.

HOW TO CONTACT US

The easiest and quickest way to resolve your complaint is to telephone us on the number below. Alternatively, if you are unable to phone or would prefer to write, you can contact us by email, via our online contact form or by post using the address listed below.

If at any time you would prefer to talk to us face to face about your complaint, you can visit one of our Customer Service Centres. Please contact us for details of your nearest office.

M&S Energy

Post – PO Box 7506, Perth PH1 3QR

Telephone - **0800 294 9370**

You can also contact us through our website at www.mandsenergy.com

OUR PROCESS

All our telephone advisors are trained to offer you the best possible customer service and will do their utmost to help you. If they need to involve their Manager, they will do so to ensure the matter is resolved.

We aim to reply to written correspondence within 48 hours, however, more complex issues may take longer. We may have to contact other agencies or suppliers to help resolve your complaint.

As part of resolving your complaint we will offer you an explanation and an apology. We will also take remedial action and may award compensation in appropriate circumstances.

Step 1 – to resolve your complaint at the first point of contact

When you telephone us with a problem our advisor will attempt to resolve matters with you whilst you are on the call. However, if necessary your complaint will be escalated to a Manager or specialist team. We always aim where possible to agree a solution by 8pm the following working day.

If you write to us with a problem please provide your full contact details as we aim to fully resolve matters by 8pm the following working day after we receive your letter. We may try to contact you by telephone to help with this resolution.

If we cannot resolve your complaint fully or have not agreed a form of resolution by 8pm the following working day after your first contact, then you can proceed to the next step.

Step 2 – to resolve within 5 working days of escalation from Step 1

Following Step 1, if the complaint has not been resolved to your satisfaction, then you can raise the matter with our Head of Customer Service who will undertake an independent internal review and aim to reach a resolution within 5 working days. You can contact the Head of Customer Service, providing your name, account number and / or full address, as follows:

Phone – **0800 975 7772**

Email – headofcustomerservice@sse.com

Post – M&S Energy PO Box 7506, Perth PH1 3QR

If you would prefer, you can deal with your complaint throughout this process by speaking with us rather than writing.

Step 3 – Ombudsman Services: Energy

If, after contacting the Head of Customer Service you remain unhappy, you can request that the complaint be deadlocked. Once you receive a deadlock letter you can contact the Ombudsman Services: Energy (the Ombudsman).

Alternatively, you can contact the Ombudsman should you fail to have had a satisfactory response from the Head of Customer Service within 5 working days, or if 8 weeks have elapsed since registering your complaint. Please note that you may be referred back to us if you have not escalated your complaint via our formal complaints process outlined above.

The Ombudsman will carry out an independent investigation on your behalf. Any decision the Ombudsman makes will be binding on our Company, but not on you, so you can seek further advice if you wish to.

As part of resolving your complaint the Ombudsman may ask us to make an apology or give an explanation. They can also ask us to take remedial action and may require us to award compensation in appropriate circumstances.

You can contact the Ombudsman as follows:

Phone – **0845 055 0760** or **01925 530 263**.

Textphone – **18001 0845 051 1513** or **18001 01925 430 886**.

Email – enquiries@os-energy.org

Website – www.os-energy.org

OTHER SOURCES OF HELP

Consumer Direct

Consumer Direct are part of Trading Standards. They are independent and offer impartial, clear and practical advice. If you are a domestic customer you can contact them at any point of your complaint on:

Phone – **08454 04 05 06**

Website – www.consumerdirect.gov.uk

Citizens Advice Bureau

The Citizens Advice Bureau (CAB) also provides free impartial information and advice. For your nearest CAB, please see your local phone book or Yellow Pages.

Website – www.citizensadvice.org.uk

Sales and Marketing Complaints

If you are a domestic customer and you have a complaint in relation to our sales or marketing activities we will offer you an explanation and an apology. We will also take remedial action and may award compensation in appropriate circumstances.

Any sales representative that speaks to you face to face on our behalf is bound by the EnergySure Code of Practice to act appropriately. If you agree to join us they will provide you with a written copy of the contract to confirm the terms you have agreed to. We must also contact you within 14 days to ensure you are content with the information provided and are satisfied with the way in which the sale was conducted.

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M&S Energy gas and electricity is supplied by SSE which is a trading name of SSE Energy Supply Limited (also trading as Southern Electric, Scottish Hydro and SWALEC) Registered in England and Wales No.03757502 and Southern Electric Gas Limited Registered in England and Wales No.02716495, both members of the Scottish and Southern Energy Group. The Registered Office of SSE Energy Supply Limited and Southern Electric Gas Limited is 55 Vastern Road, Reading, Berkshire, RG1 8BU. Marks and Spencer plc. Registered Office; Waterside House, 35 North Wharf Road, London, W2 1NW.

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