



M&S
ENERGY

*Complaint handling
statement and procedure
for domestic customers*

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 show what will happen if you have cause to complain to us.

HOW TO CONTACT US

The easiest and quickest way to resolve your complaint is to phone us on the number listed 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.

Phone 0345 071 9649 (open 8am – 8pm Mon – Fri and 8am – 2pm Sat)

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

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 by 8pm the following working day after we receive your letter, 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.

Independent help and advice is available at any stage from the Citizens Advice consumer service.

STEP 1 – TO RESOLVE YOUR COMPLAINT AT THE FIRST POINT OF CONTACT

When you phone 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 want 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 phone 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 Team 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 Team, providing your name, account number and / or full address, as follows:

Phone – 0345 071 9853

Email – headofcustomerservice@mandsenergy.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 you haven't received a satisfactory response from our Head of Customer Service Team within 5 working days or if 6 weeks have passed since you first registered your complaint you can contact Ombudsman Services: Energy. You may be referred back to us if you haven't escalated your complaint via our formal complaints process outlined in steps 1 and 2.

Ombudsman Services: Energy will carry out an independent investigation on your behalf. As part of resolving your complaint they 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. Any decision they make will be binding on our company, but not on you, so you can seek further advice if you wish to.

Here's how to contact Ombudsman Services: Energy

Phone – 0330 440 1624

Textphone – 0330 440 1600

Email – os.enquiries@os-energy.org

Website – www.ombudsman-services.org/energy

FREE INDEPENDENT HELP AND ADVICE AT ANY STAGE

It's easy to get free, independent advice so that you '**know your rights**' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

To 'know your rights' visit <http://www.citizensadvice.org.uk/energy> for up to date information, contact the Citizens Advice consumer service on 03454 04 05 06 or send an email using their **energy enquiry form**.

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.

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