

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

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/entermeterreads, 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 8.30am to 7pm and Saturday 8.30am to 1pm
- 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 sales, 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:

Complaints relating to sales

Phone: **0800 400 200** (Monday to Friday 8.30am-7pm, Saturday 9am-4pm)

Complaints relating to our service and products:

Phone **0800 027 0072** (Monday to Friday 8.30am-7pm, Saturday 8.30-1pm)

For Boiler Care Complaints

Call: **0800 001 5214** (Monday to Friday: 8am-8pm, Saturday 8am-5pm)

For all complaints you can also contact us

E-mail: **contactus@scottishpower.co.uk**

You can chat to us or submit a webform at:

scottishpower.co.uk/complaints

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 this, as well as your full name, address and telephone number, when contacting us via email or letter
- Tell us the details of your issue when you contact us. We will explain clearly to you what we will do to put this right/fix this for you

4 Resolving Your Complaint



Stage
1

In order to resolve your complaint as quickly as possible, we follow a 3 stage process – which we've outlined below.

Contact us with your complaint

We'll record your complaint, give you a unique complaint reference number and try to resolve your issue straight away.

Stage
2

We'll work to resolve your complaint

If we have been unable to resolve your case straight away, we'll pass it to a member of our specialist Customer Care Team. We will signpost you to our complaints handling procedure on our website, and offer to send a copy via email or post.

Your dedicated complaint handler will aim to resolve your complaint as quickly as possible. They will keep you informed of progress until we can fully resolve your complaint.

When your complaint handler first gets in touch with you, they will provide contact details so you're able to get in touch via any of our contact channels while they are working to resolve your complaint. Rest assured, we will work hard to resolve your issue within 8 weeks.

Stage
3

Making sure you're happy with our proposed solution

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 by speaking to one of our complaint handlers or you can do this online at scottishpower.co.uk/complaints.

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 of resolution.

Potential outcomes to your complaint

As part of the resolution of 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 as part of the resolution to your complaint, ensuring you are not left out of pocket



5 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 to resolve your complaint, 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.

The Ombudsman is there to help resolve disputes between energy suppliers and their customers. It is free to use their services, and they are totally independent – so they do not take sides, and make their decision based only on the information available. You do not have to accept their decision.

If you agree with their decision, we have to act on what they say. This may mean we have to apologise, explain what has gone wrong, correct the problem or where applicable offer a form of compensation or goodwill.

Ombudsman Services: Energy

Telephone: **0330 440 1624**

Lines open Monday to Friday 9am to 5pm

Email: **enquiry@ombudsman-services.org**

Website: **ombudsman-services.org/complain-now**

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

6 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: [0808 223 1133](tel:08082231133)

Website: citizensadvice.org.uk/energy

Web form: citizensadvice.org.uk/consumer/energy/energy-supply/complain-about-an-energy-company/complain-to-your-energy-supplier

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 055 6112](tel:08000556112)

Website: ageuk.org.uk

Webform: ageuk.org.uk/contact-us/information-and-advice

Age UK's advice line is a free, confidential national phone service for older people, their families, friends, carers and professionals. Their team will give you information that is reliable and up to date and help you to access the advice you need.

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 additional support?

If you need additional support via our community liaison service, call us free on [0800 027 0072](tel:08000270072) and we'll be happy to arrange this for you.



If you would like more information about this charter contact
our Customer Service Team free on: **0800 027 0072**
Mon- Fri 8.30am - 7pm and Sat 8.30am - 1pm

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