

Complaints Handling Procedure

Step 1

We always aim to provide the best possible service and if there is a problem, we will do all we can to put things right for you.

Our representatives on site will be happy to speak to you or you may prefer to call our Customer Service team on 0800 912 1702 (option 1), alternatively you can email us or write to us at the following addresses;

Email: customer@sgn.co.uk

Post: SGN, Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ

It would be helpful if you could provide the following information as this will enable us to deal with your complaint more efficiently;

1. Full contact details (name, company name (if applicable), address, telephone number and e-mail address).
2. Full site address and postcode.
3. Any relevant reference numbers.

We use the information gathered from enquiries and complaints to continually improve the services we provide to our customers.

The following information can be obtained in Braille, audio or large print on request and assistance can also be provided where English is not the first language.

What we will do to put things right?

We treat all complaints seriously and confidentially, and your complaint will be handled in a courteous, prompt and straightforward manner.

We will investigate your complaint fully, and provide a substantive response within 10 working days or 20 working days where a site visit or third party enquiry is required.

The different resolutions you can expect from our complaints are:

- An apology where we have failed to provide a satisfactory level of service
- An explanation addressing the issue(s) you have raised
- Taking any appropriate remedial action
- Awarding compensation, in the appropriate circumstances, under our Guaranteed Standards of Service as prescribed and monitored by our regulator OFGEM
- Awarding a goodwill payment, if appropriate to the circumstances.

Step 2

If you cannot reach agreement with our Customer Service team or our local depot representatives, the matter can be escalated to the Head of Customer Experience who has the authority to review your complaint and take an independent view.

The Head of Customer Experience will investigate your complaint fully, and provide a substantive written response within 10 working days or 20 working days where a site visit or third-party enquiry is required from receipt of your escalated concern/s

The contact details are:

Head of Customer Experience
Inveralmond House
200 Dunkeld Road
Perth
PH1 3AQ

Email: headofcustomerexperience@sgn.co.uk

Step 3

Independent review by the Ombudsman Services: Energy

We recognise we may not always succeed in wholly resolving your complaint.

If you are not happy and we have not reached a satisfactory resolution within 8 weeks of you making your complaint or we have issued a 'deadlock' letter, you can, seek the assistance of the Ombudsman Services: Energy, an independent dispute resolution service.

The Ombudsman Services: Energy will investigate your complaint but will expect you to have first approached our company and followed this Complaint Handling Procedure.

The Ombudsman Services: Energy will make a final decision and inform you of the outcome.

Ombudsman Services: Energy can be contacted as follows:

Ombudsman Services: Energy
PO Box 966
Warrington
WA4 9DF

Telephone: 0330 440 1624

Fax: 0330 440 1625

Email: enquiries@os-energy.org

Web: www.ombudsman-services.org/energy.html.