

Local Energy Customer Complaints Procedure

1. Customers will be informed of the complaints procedure and the Local Energy contact number and contact name. This will be added to the Green Deal Plan template.
   * The contact number is 02075542800 – out of hours 07753724495
   * The contact name is Andy Johnston, if unavailable other Local Energy staff will deal with the complaint or pass on a message.
2. There will be a record keeping system on electronic database.  
   A draft complaints form has been developed, which identifies the action required and the person responsible. In addition, the complaint form will allow for:
   * providing market research through complaint trends; and
   * enabling management to monitor the efficiency and effectiveness of the complaint- management system.
3. Complaints will be processed and recorded the procedure will be to:  
   * Log in the complaint and any relevant data.
   * Categorise it for resolution and record-keeping. Categories must be clearly defined and exclusive of one another.
   * Assign the complaint to one person for handling.
   * Forward the complaint to another level of authority, if appropriate.
4. All complaints will be acknowledged  
   * Responses will be personal to the complainant.
   * Local Energy will talk to the customer, if possible, by phone or in person.
   * Local energy will take extra time, if needed, to help consumers with special needs, such as language barriers.
5. The Complaint will be investigated and analysed. Local Energy will:  
   * Be fair.
   * Get both sides of the story.
   * Keep records in the complaint file of all meetings, conversations or findings.
6. Process. Local energy will:  
   * Forward the complaint to the appropriate level of authority for resolution.
   * Keep the consumer informed through progress reports.
   * Notify the consumer promptly of a proposed settlement.
7. Follow-Up. Local energy will:  
   * Find out if the consumer is satisfied with the resolution. Was it carried out?
   * Help the customer to refer the complaint to the ombudsman, if necessary.
8. Local Energy will periodically analyse and summarize complaints and:  
   * Circulate complaint statistics and action proposals to appropriate departments.
   * Develop an action plan for complaint prevention.
   * Make sure the consumer viewpoint is given appropriate consideration in company decision making.