

## **PROJECT SUMMARY**

Power complaint Tracking, monitoring and resolving system.

### **PURPOSE**

Power recognizes the value of customer complaints as an important tool in monitoring and responding to customer expectations. In order for Power to respond appropriately to complaints, the complaints should be properly recorded and assessed as part of an ongoing complaint management system.

### **THE PURPOSE OF THE POWER STANDARD COMPLAINT AND DISPUTE RESOLUTION POLICY IS TO:**

- ✓ Recognize, promote and protect customers' rights to complain about their dealings with Power.
- ✓ Ensure that an accessible complaints management process is in place.
- ✓ Take appropriate action to resolve complaints as required.
- ✓ Provide a mechanism for resolving complaints in a timely, efficient and courteous manner.
- ✓ Record, assess and review complaints on an ongoing basis in order to improve the products and services offered by Power.

### **OBJECTIVES:**

- ✓ Main objectives for this project is to trace or identify the problem.
- ✓ Complaints are allocated to a complaints handling officer.
- ✓ Power will en-quire into the complaint within a reasonable time frame, having regard to the nature and complexity of the complaint.
- ✓ Power will keep customers informed of any progress.

## **TARGETED AUDIENCE**

In our Application the Targeted Audience are mentioned below:

- ✓ Public.
- ✓ Head office.
- ✓ Electricians.

## **SCOPE**

### **WHAT IT WILL DO:**

- ✓ Power will accurately record the details of the complaint as part of Power complaint management process, give it fair and genuine consideration and seek to achieve a fair outcome.
- ✓ Complaints are allocated to a complaints handling officer.
- ✓ Power will inform the customer that it is obliged to handle a complaint made by a customer in accordance with the Power Standard Complaints and Dispute Resolution Policy which can be found on the application or a copy of which can be provided to the customer on request.
- ✓ Power will keep customers informed of any progress.

### **WHAT IT WILL NOT DO:**

- ✓ If a complainant is dissatisfied with a decision, they can request to have their complaint reviewed by a Power representative at a higher level to the initial Power representative who handled the matter.
- ✓ Power recognizes that complaints can often highlight gaps in our processes and encourages customers to raise issues so that they can be addressed.

## **REFERENCES**

- ✓ [www.pgvcl.com](http://www.pgvcl.com)
- ✓ [www.PowerDirect.com](http://www.PowerDirect.com)
- ✓ [www.complaintboard.in](http://www.complaintboard.in)
- ✓ [www.mgvcl.com](http://www.mgvcl.com)