

Complaint Handling – Escalation



First Contact

Ombudsman Services

Extra Help Unit

Citizens Advice Bureau

Executive Escalation

Press Escalation

Incoming complaints are allocated within 24 hours to dedicated resource as per incoming complaint route

Dedicated Complaints Team

Extract complaints from incoming source and check for existing complaints within master (BAU) spreadsheet. Any duplication is closed within BAU spreadsheet and managed within dedicated resource teams

Complaint handler contacts customer and relevant 3rd party to investigate and source suitable resolution within 24 hours. In cases where Ombudsman is the source of complaint, a 48 hour 'early resolution' process is explored in conjunction with Ombudsman.

Complaints handler will utilise Goodwill Gesture payments as recognition of levels of service dropping below our expected standards.

If complaint takes an extended period of time to resolve, complaint handler will update customer at relevant intervals

If complaint is proving difficult to gain closure, complaints handler will utilise escalation routes to senior members of the team and management team

Case Handler and management team will generate reports for external agencies where applicable (example is Ombudsman case file). This will then be presented to 3rd parties to gain agreement on closure. Potential for 'binding remedy' from Ombudsman

In cases where the complaint route is not already ombudsman. If complaint cannot be taken to an agreed closure with the customer and extraenergy believe we have exhausted all avenues, we will issue a standard deadlock letter explaining the next steps available to the customer.