

Complaints Policy Overview

The Complaints Policy is attached to this document ([complaints handling regulations 2008](#)).

Detailed guidelines as to how the Company manages Complaints, including operational flow diagrams, are also appended.

Our complaints procedure is published on our website at:

<http://www.extraenergy.com/home/faq/complaints>

Whilst these are detailed documents, recent changes in systems and processes are not reflected and all documents are in the process of being updated.

One element of these change is a review of our complaints strategy leading to a 2 tier approach:

- **Front Line and Day 1 Closure Team**

Within the last 3 months all front line advisors have been through a training refresh to provide reinforcement of existing skills and also provide extra skills. This is to enable the more complex customer queries to be handled at first point of contact.

In addition to this, each complaint that cannot be handled at first contact is managed within the same working day by a 2nd tier function with the objective of the majority of complaints being closed following further investigation and contact with the customer. Complaints that fall outside of this process are then referred to the dedicated complaints handling team.

- **The Complaints Team, sub-divided into:**

- a) Energy Help Unit/CAB/Executive Complaints
- b) Ombudsman Complaints
- c) BAU Complaints

Over the last 6 months significant backlogs in each area have developed and whilst every effort has been made to ensure resource allocated has kept pace with demand, this has not always been successful.

A mixture of high attrition and a lack of skilled resource in our local recruitment marketplace has led to this situation. We have moved away from unsuccessful external recruitment to concentrate on internal appointments and an incentivised overtime campaign. As a result of this change in strategy, 25 new appointments have taken place and overtime hours worked equates to 5 FTE. Details of the history of the resource allocation is attached to this report.

A combination of increased resource and a reduction in the number of new complaints has now resulted in the Complaints Team clearing more complaints than those received on a daily basis. In addition to our in-house activities, we have recently entered a commercial agreement with an experienced utility service provider to further increase our complaint handling resource. This arrangement will be in place until our complaints volumes are normalised.

These resources are visualised in the appended document ([Complaints Resource Model](#))