

Complaint Handling – Stage 1 and 2



Front Line Contact

Objective is to handle majority of complaints within same business day

Front Line advisor attempts to handle complaint query and provide account resolution. If successful raise as complaint and close.

If Front Line advisor is unable to close complaint on initial call, complaint is raised and case passed to 2nd tier for investigation and further customer contact.

If 2nd Tier team cannot resolve complaint, complaint and its unique reference number is passed to dedicated complaints handling team.

Complaints Team

Objective is to handle complaints within 28 days

Extract complaints from CRM system and input into master complaints spreadsheet. New complaints allocated to individual handlers

Complaint handler contacts customer within 3 days. Further investigation carried out, resolution sought with customer, account worked to agreed closure with customer

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

Keep Warm, Escalation and Deadlock

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

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.