

# Complaint Handling

## Statement and Procedure

## **Complaint Handling Statement and Procedure for Domestic Customers**

At Atlantic we are committed to offering the very best in customer service. Our Domestic Customer Charter sets down what our domestic customers can expect from us. However, in recognition of the fact that things do sometimes go wrong, we have produced this Complaint Handling Statement to show what will happen if you have cause to complain to us.

### **How to contact us**

The easiest and quickest way to resolve your complaint is to telephone us on the number listed below. Alternatively, if you are unable to phone or would prefer to write, you can contact us by email, via our online contact form or by post using the address listed below.

If at any time you would prefer to talk to us face to face about your complaint, you can visit one of our Customer Service Centres. Please contact us for details of your nearest office.

#### **Atlantic**

**Post** – PO Box 7506, Perth PH1 3QR

**Telephone** – 0845 026 0657 (open 8am – 8pm Mon – Fri and 8am – 2pm Sat)

You can also contact us through our websites at: [www.atlanticeg.co.uk](http://www.atlanticeg.co.uk)

### **Our process**

All our telephone advisors are trained to offer you the best possible customer service and will do their utmost to help you. If they need to involve their Manager, they will do so to ensure the matter is resolved.

We aim to reply to written correspondence by 8pm the following working day after we receive your letter, however, more complex issues may take longer. We may have to contact other agencies or suppliers to help resolve your complaint.

As part of resolving your complaint we will offer you an explanation and an apology. We will also take remedial action and may award compensation in appropriate circumstances.

### **Step 1 – to resolve your complaint at the first point of contact**

When you telephone us with a problem our advisor will attempt to resolve matters with you whilst you are on the call. However, if necessary your complaint will be escalated to a Manager or specialist team. We want to agree a solution by 8pm the following working day.

If you write to us with a problem please provide your full contact details as we aim to fully resolve matters by 8pm the following working day after we receive your letter. We may try to contact you by telephone to help with this resolution.

If we cannot resolve your complaint fully or have not agreed a form of resolution by 8pm the following working day after your first contact, then you can proceed to the next step.

### **Step 2 – to resolve within 5 working days of escalation from Step 1**

Following Step 1, if the complaint has not been resolved to your satisfaction, then you can raise the matter with our Head of Customer Service who will undertake an independent internal review and aim to reach a resolution within 5 working days. You can contact the Head of Customer Service, providing your name, account number and / or full address, as follows:

**Phone** – 0800 975 7772

**Email** – [headofcustomerservice@sse.com](mailto:headofcustomerservice@sse.com)

**Post** – PO Box 7506, Perth PH1 3QR

If you would prefer, you can deal with your complaint throughout this process by speaking with us rather than writing.

### Step 3 – Independent help and advice

If you've already spoken to us but you'd like to get some free, confidential and impartial advice on consumer issues you can, at any point, visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call the Citizens Advice helpline on **08454 04 05 06**.

If you haven't received a satisfactory response from our Head of Customer Service within five working days or if eight weeks have passed since you first registered your complaint you can contact the Energy Ombudsman. You may be referred back to us if you haven't escalated your complaint via our formal complaints process outlined in steps one and two.

The Energy Ombudsman will carry out an independent investigation on your behalf. As part of resolving your complaint the Energy Ombudsman may ask us to make an apology or give an explanation. They can also ask us to take remedial action and may require us to award compensation. Any decision the Energy Ombudsman makes will be binding on our company, but not on you, so you can seek further advice if you wish to.

Here's how to contact the Energy Ombudsman:

**Phone** – 0330 440 1624 or 01925 530 263

**Textphone** – 0330 440 1600 or 01925 430 886

**Email** – [enquiries@os-energy.org](mailto:enquiries@os-energy.org)

**Website** – [www.os-energy.org](http://www.os-energy.org)

### Sales and Marketing Complaints

If you are a domestic customer and you have a complaint in relation to our sales or marketing activities we will offer you an explanation and an apology. We will also take remedial action and may award compensation in appropriate circumstances.

Any sales representative that speaks to you face to face on our behalf is bound by the EnergySure Code of Practice to act appropriately. If you agree to join us they will provide you with a written copy of the contract to confirm the terms you have agreed to. We must also contact you within 14 days to ensure you are content with the information provided and are satisfied with the way in which the sale was conducted.

Last updated: 26 March 2012

Southern Electric, Scottish Hydro, SWALEC, SSE and Atlantic are all trading names of SSE Energy Supply Limited, Registered in England & Wales No. 03757502 a member of the SSE Group. The Registered Office of SSE Energy Supply Limited is 55 Vastern Road, Reading, Berkshire RG1 8BU, [www.southern-electric.co.uk](http://www.southern-electric.co.uk), [www.hydro.co.uk](http://www.hydro.co.uk), [www.swalec.co.uk](http://www.swalec.co.uk), [www.sse.co.uk](http://www.sse.co.uk), [www.atlantic.co.uk](http://www.atlantic.co.uk).