

# Customer Complaints Procedure

Specific to Commercial and Industrial Projects.



## If you're unhappy with our service

At UK Power Networks we want to give you excellent customer service. However we realise that sometimes things can go wrong. We want to know when this happens so we can sort out any problems as quickly as possible.

To resolve a complaint one or more of the following may be applicable:

- An apology.
- An explanation of the circumstances around the issue.
- The taking of appropriate remedial action by UK Power Networks.

In the first instance please contact your normal point of contact. If they are not able to resolve your complaint, please contact our Customer Care team.

## How to get in touch with us

You can contact our Customer Care team at:

Tel: **0800 028 4587**

Email: [care@ukpowernetworks.co.uk](mailto:care@ukpowernetworks.co.uk)

Please include your address and postcode along with a contact telephone number in your email.

Write to:

**Customer Care,  
UK Power Networks, Fore Hamlet, Ipswich,  
Suffolk IP3 8AA**

**If available, please provide your  
Notification Number.**

If writing on somebody else's behalf, please ensure you include the address and postcode of where the problem is along with a contact telephone number.

### Step 1

**Receipt by Customer Care team** We will ask your normal point of contact to contact you (if they have not already done so).

Although we will do our best to resolve the matter on this call, we may need to follow the issue up later with more detailed information. If we do not have your telephone number, we will write or email you back within 10 working days of you contacting us.

All our Commercial and Industrial complaints will follow a clear complaints procedure – as follows:

### Step 2

#### **Escalate to next direct manager**

If your problem is not resolved by your normal point of contact you can ask for your complaint to be reviewed by the next direct manager. They will contact you within five working days – by letter, telephone or personal visit. They will work with you to resolve problem.

### Step 3

#### **Escalate to senior manager**

If you are still not satisfied you can ask for your complaint to be reviewed by a senior manager. They will contact you within five working days – by letter, telephone or personal visit. They will work with you to resolve your problem.

### Step 4

#### **Escalate to a director**

If you are still not satisfied you can ask for your complaint to be formally reviewed by a director.

We will contact you within five working days by letter, telephone or personal visit.

### Step 5

#### **Customer complaint review panel**

The Customer Complaint Review Panel is a formal internal review carried out by directors and senior managers who have not been directly associated with the complaint, to ensure it has been handled correctly and fairly.

**Note:** You can request a complaint to be escalated at any step in the complaints procedure.

**Note:** We will always try to resolve your issue as quickly as possible but in some instances there may be a time delay while we gather information. We will endeavour to resolve your complaint within a maximum of eight weeks but we recognise that in some cases it may not be possible to resolve the matter to your complete satisfaction. If you are not satisfied with the way in which we have handled your complaint you are entitled to contact Ofgem.

### Step 6

#### **Ofgem**

We will do all we can to solve your problem by working with you. However, if you are still unhappy with our actions you have a right to contact Ofgem. Ofgem will ask you for a full account of your dealings with us and they will also contact us to gain a full understanding.

Ofgem  
10 South Colonnade  
Canary Wharf  
London  
E14 4PU

Website: [www.ofgem.gov.uk](http://www.ofgem.gov.uk)

