



## Process: Customer Complaints

### **Our Commitment**

We take complaints very seriously. Complaints may be received from a variety of sources, and may be verbal or written.

In the first place, the customer should talk to the person who handled the query: that's usually the quickest way to resolve a problem. If the customer is not satisfied, they should speak to the office manager. If that doesn't solve the problem, the customer can make a formal complaint to our Complaints Manager and should be provided with a copy of our Formal Complaints Procedure document.

### **Standard complaints procedure**

1. A Customer Complaint Form must be completed by the staff member involved. These can be found at o: other\ OFFICE PROCEDURES\ Green Deal Processes\ Complaints & Compliments\ Customer complaint form. This should then be passed to the Complaints Manager;
2. The Complaints Manager, or a person specifically instructed by the Complaints Manager, will contact the complainant within 7 working days, unless otherwise agreed, and advise on steps to be taken to address the issue;
3. The Complaints Manager will fully investigate the complaint, decide on the next course of action and record all relevant information in the Complaint Form;
4. The issue should be rectified within the time period agreed with the complainant, or the complainant should be contacted and a new timescale agreed;
5. Once the issue is rectified this should be detailed on the Complaint Form;
6. Whenever possible, we must try to obtain written confirmation that the complaint has been resolved to the satisfaction of the complainant. Any information received should be retained in the Complaints and Compliments Folder.
7. The Complaint Form and any relevant information should be collated by the Complaints Manager;
8. The Complaints Manager will enter the details of the complaint on the Complaints Record under the same reference number as the complaint form. The log should be marked as to whether the complainant was satisfied with the outcome. Any evidence supporting the documented outcome should be retained within the Complaints and Compliments Folder;
9. Preventative action should be considered to prevent a recurrence of this issue.

If the customer is not satisfied with the outcome of a complaint they can contact Hampshire Trading Standards who will assess their claim and provide a mediation service between the customer and Gair Gas.