COMPLAINT HANDLING STATEMENT
AND PROCEDURE FOR OPTIMAL POWER NETWORKS CUSTOMERS

OUR PROCESS

At Optimal Power Networks we are committed to offering the very best in customer service. From time to time, things do go wrong and we have produced this Complaint Handling Statement to show what will happen if you have cause to complain to us.

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 a Manager, they will do so to ensure the matter is resolved. We aim to reply to written correspondence within 5 working days after we receive your letter, however, more complex issues may take longer to resolve. We may have to contact other departments or contractors 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.

HOW TO CONTACT US

The easiest and quickest way to resolve your complaint is to phone us on 0345 078 3237. Alternatively, if you are unable to phone or would prefer to write, you can contact us by email at OPNGeneralEnquiries@sse.com or by post. The postal address is Optimal Power Networks, EU Customer Service, 4 Penner Road, Havant, PO9 1QH:

Step 1 – To resolve your complaint at the first point of contact

When you phone 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. Our aim is to resolve your complaint as quickly as possible.

If you write to us with a problem, please provide your full contact details so that we can retrieve any information we hold about you and investigate your complaint. We may try to contact you by phone to help with this resolution. If we cannot resolve your complaint fully or have not agreed a form of resolution you can proceed to the next step.

Step 2 – To resolve your complaint 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 write to the Head of Customer Service, providing your name, account number and/or full address, at FAO: Head of Customer Service, Optimal Power Networks, EU Customer Service, 4 Penner Road, Havant, PO9 1QH. Alternatively, you can e-mail HeadofCS@sse.com.

Step 3 – Final Position

Our Head of Customer Service will outline our final 'deadlock' position. If you are unsatisfied with our final position you may seen further independant advice. You may wish to seek independent advice in regard to any part of your complaint. You can do this by contacting the Citizens Advice Bureau. They are a source of free and independent energy advice and support. Go to the Citizens Advice website or call them on **0345 404 0506**.

CITIZENS ADVICE CONTACT DETAILS

England
0800 144 8848

Wales
0800 702 2020

England & Wales
https://www.citizensadvice.org.uk/

Scotland
0800 028 1456

Scotland
https://www.cas.org.uk

Optimal Power Networks Limited is part of the SSE Group.
The registered office of Optimal Power Networks is No.1 Forbury Place 43 Forbury Road Reading RG1 3JH
Registered in England & Wales No. 11024024.