



# **Listening To Your Concerns**

**Our Complaints Handling Procedure**

**April 2020**



At AH&P we work hard to maintain a very high standard of service for you. Unfortunately, we don't always get everything quite right. If you're unhappy with our services for any reason then we'd really like to understand why, so we can put things right as quickly and effectively as possible.

We aim to be reliable and straightforward, working hard to resolve your complaint as fast as we can. We know that reliability is something that you expect and deserve and it is therefore one of our key focal points in everything we do.

We have created a process that allows you to easily raise your concerns and have them dealt with swiftly.

To help ensure you understand how we manage the process we have detailed the way we work, so you'll know at all times what we're doing and how we're moving forward.

**Ian Davidson**

**Chief Executive Officer [info@aberdeenheatandpower.co.uk](mailto:info@aberdeenheatandpower.co.uk)**

**April 2020**



If you wish to make a complaint you should call our office on **01224 580058** (Monday to Friday 9am to 5pm) and we will attempt to resolve your complaint.

Our Complaints handling Procedure covers:-

- Supplying electricity and heat,
- Supplying and installing electricity or heat,
- Electricity and gas bills and paying for electricity, heat or maintenance
- Providing information and advice in the above.

## Useful contacts

Aberdeen Heat & Power

Phone: **01224 580058**

Address: **63 Cotton Street, Aberdeen, AB11 5EG**

Email: **info@aberdeenheatandpower.co.uk**

Opening hours are Monday to Friday 9am to 5pm

Citizens Advice Scotland

Website: **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**



## Step One

### Making a complaint

Complaints by domestic consumers or businesses;

In the event that you do wish to make a complaint, please contact our office at your earliest convenience. Alternatively, you can arrange for someone else to contact us on your behalf. You can contact us by:

- Calling **01224 580058** (Monday to Friday 9am to 5pm);
- Send an email to **info@aberdeenheatandpower.co.uk**;
- Write to us at **Aberdeen Heat & Power, 63 Cotton Street, Aberdeen, AB11 5EG.**

### Complaints handling

Our staff will always provide you with their name and job title. We aim to resolve the complaint at the time of the first contact where appropriate and possible. A record will be made on your account of any conversations and resolution reached. All complaints raised will be acknowledged in a timely manner.

If we need to collect further information or make some investigations into the issues raised we will arrange any further contact. We will also endeavour to keep in touch regularly at agreed times to ensure you are informed as to the progress of the complaint.

## Step Two

### Chief Executive Officer

If you feel that your complaint has not been handled to your satisfaction, you may ask to speak with our Chief Executive Officer. Subject to availability he will discuss the issue with you between the hours 9am to 5pm Monday to Friday. Alternatively, you can write or send an email using **info@aberdeenheatandpower.co.uk** requesting your complaint is escalated.



Please remember to include your account number in any correspondence, this can be found on any bill.

We endeavour to respond to you within 10 working days identifying necessary steps that we believe are required to take to resolve the complaint. This may include an explanation, apology, details of any actions we have taken to resolve the complaint and, if appropriate, we may offer a goodwill gesture.

Our Chief Executive Officer is trained to handle any expression of customer dissatisfaction and complex cases, and work closely with internal departments in order to provide you with a full and fair resolution.

## **Keeping in touch**

Once your complaint is being managed we will aim to set contact dates and times with you to ensure you are always kept informed of the progress of your complaint, we aim to go no longer than 10 working days between contacts unless you agree otherwise.

## **Step Three**

### **Escalating your complaint – Aberdeen Heat & Power, Board of Directors**

If you are not satisfied with the response from our Chief Executive Officer you can contact our Board of Directors in writing. A minimum of 3 directors of AH&P will hear and respond to your complaint within 5 working days.

or

You may contact Citizens Advice Scotland for independent, impartial and free advice. If we have told you that there is nothing more that we can do to resolve the complaint to your satisfaction we will issue a deadlock letter. We will cooperate with Citizens Advice Scotland if you wish to involve them in resolving the complaint.



## Recording complaints

### The following details of all complaints are to be recorded:

- The customer's name and address
- Date the complaint was received
- The nature of the complaint
- How the complaint was received (e.g. by e-mail, post, etc.)
- Decision on whether it is a Stage One or a Stage Two complaint
- If a Stage One complaint:
  - date the complaint was closed
  - outcome of the complaint
  - date the complaint was escalated to StageTwo (if appropriate).
- If a Stage Two complaint:
  - date the complaint was closed
  - a detailed record of actions taken and findings at the investigation stage
  - out come of the complaint
  - date the complaint was escalated to StageThree (if appropriate).
- If a Stage Three compliant:
  - date the complaint was heard
  - date the complaint was closed
  - a detailed record of findings of the Directors
  - out come of the complaint
- The underlying cause of the complaint and any remedial action taken.

## Reporting complaints

Complaints details are to be analysed for trend information to ensure we identify service failures and take appropriate action.

A summary of all Stage One complaints will be reported to the Board on a regular basis and follow up remitted to the relevant Sub-Group for action. Specifically:

- the Development Sub-Group will take account of complaints regarding heating installations and maintenance when review contractor's performance during heating installations and the appointment of maintenance contractors
- the P&O Sub-Group will take account of complaints regarding staffing issues.



A report on every Stage Two and Stage Three complaint will be submitted by the Chief Executive Officer to the Board for consideration.

## **Learning from complaints**

The Chief Executive Officer and Board will regularly review the information gathered from complaints and consider whether our services can be improved or internal policies and procedures updated.

As a minimum we will:

- use complaints data to identify the root cause of complaints
- take action to reduce the risk of recurrence
- record the details of corrective action
- Systematically review complaints performance reports to improve service delivery.