



Delivering affordable warmth to Aberdeen through district heat networks

Listening To Your Concerns

Our Complaints Handling Procedure

August 2023

Aberdeen Heat & Power

At AH&P we work hard to maintain a very high standard of service for you.

Unfortunately, we do not always get everything quite right. If you are unhappy with our services for any reason then we would 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 are doing and how we're moving forward.

Ian Davidson

Chief Executive Officer

info@aberdeenheatandpower.co.uk

Our Complaints Handling Procedure covers:-

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

What is a 'complaint'?

A complaint is any expression of dissatisfaction made to us related to:

- any of our products or services; or

- the manner in which we have dealt with any such expression of dissatisfaction.

This applies whether a response is provided by us or on our behalf when you contact us or a response is required or expected to be provided thereafter.

Step 1

Making a complaint

Complaints by domestic consumers or businesses;

If you 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);
- Sending an email to info@aberdeenheatandpower.co.uk; or
- Writing to us at Aberdeen Heat & Power, 63 Cotton Street, Aberdeen, AB11 5EG.

To help us register and process your complaint please include the following information with your complaint:

- Your name, address and contact details (please also let us know if you have a preferred method and time for communication);
- Your account number (this can be found on any bill);
- Details of your complaint, including as much detail as possible (for example, dates, times and the circumstances giving rise to your complaint); and
- If you want to nominate a representative to deal with you complaint, that person's name and contact details.

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 2 – 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 be escalated.

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 3

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 marked for the attention of The Board Chair who will respond to your complaint within 5 working days.

or

You may contact Citizens Advice Scotland for independent, impartial and free advice.

We will cooperate with Citizens Advice Scotland if you wish to involve them in resolving the complaint.

Deadlock

We will issue you a 'Deadlock Letter' within 8 weeks of receiving your complaint. The Deadlock Letter will set out:

- our final offer to resolve of your complaint; and
- details of the Independent Complaint Handling Service, which you may contact if you do not accept our final offer and want to pursue your complaint further.

Independent Complaint Handling Service

The Heat Trust provides an Independent Complaint Handling Service for the benefit of heat customers independent of the Heat Trust Scheme; it is managed by the Energy Ombudsman.

If we send you a Deadlock Letter, or if your complaint is not resolved after 8 weeks, you can escalate your complaint to the Energy Ombudsman:

<https://www.energyombudsman.org/>

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