

Complaint Handling Statement and Procedure for Slough Utility Services Customers



Our process

At SSE we are committed to offering the very best in customer service. Our Customer Charter sets out what our customers can expect from us. From time to time, things do go wrong, 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, however, more complex issues may take longer to resolve. We may have to contact other business areas within SSE 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 3268. Alternatively, if you are unable to phone or would prefer to write, you can contact us by email at SUScustomerservice@sse.com or by post. The postal address is [Slough Utility Service Limited, EU Customer Service, PO BOX 261, Havant, PO9 9FE](#).

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. If we require more time to look into your complaint, we will agree to contact you and advise when we will next be in touch. Our aim is to resolve your complaint as quickly as possible.

Step 2 – If our advisor has been unable to resolve the complaint to your satisfaction

If you are unhappy with the way your complaint has been handled or is being handled you can ask to speak with a manager. Alternatively, our advisor may escalate your complaint to a manager automatically if they are unable to reach a resolution.

Step 3 – To resolve your complaint within 5 working days of escalation from step 2

Following Step 2, 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 [Slough Utility Services Limited, EU Customer Service, PO BOX 261, Havant, PO9 9FE](#). Alternatively, you can e-mail HeadofCS@sse.com.

Step 4 – Once you've reached the end of our complaints procedure

If you've reached the end of our complaints procedure and we have not reached agreement, we will outline our understanding of your complaint, and our offers of resolution. If you change your mind, we're happy to honour or final offer. If you choose not to accept our final position, you may wish to seek independent advice.