

OUR COMPLAINT HANDLING PROCESS

1. WE'RE HERE TO HELP – YOUR FEEDBACK MATTERS



We really value your feedback and appreciate the opportunity to put things right when they go wrong. You can get in touch with us by **phone, email, post, via our website or in person** and we'll do everything we can to resolve your issue within two working days. We've made it as easy as possible for you to contact us with a complaint.

2. WHAT HAPPENS NEXT



If we haven't been able to resolve your complaint within two working days, we'll continue working closely with you to find the right resolution. If things are not resolved within four days, a dedicated team of specialists will step in to help guide you through the next steps.

3. TAKING IT FURTHER



If we're unable to agree a way forward, or your complaint has been open for eight weeks, you have the option to contact the Ombudsman for an independent review. If you choose not to accept our final resolution, we'll issue a formal deadlock letter which you can use to take your complaint to the Ombudsman.

CONTACT US



BY PHONE

Call our complaints team **0800 980 1395**



ONLINE

Complete our complaints form online - **[ssen.co.uk /complaints](https://ssen.co.uk/complaints)**



BY EMAIL

Email our complaints team **customercomplaints@ssen.co.uk**



BY POST

SCOTLAND OFFICE:
Customer Relations,
SSEN

Inveralmond House, 200
Dunkeld Road, Perth, PH1 3AQ

ENGLAND OFFICE:
Customer Relations,
SSEN

4 Penner Road,
Havant, PO9 1QH

USEFUL CONTACTS

OMBUDSMAN SERVICES (ENERGY)



0330 440 1624



enquiries@energyombudsman.org



www.energyombudsman.org

CITIZENS ADVICE CONSUMER SERVICE



0808 223 1133 - Mon to Fri, 9am - 5pm.



citizensadvice.org.uk/energy