

## *CUSTOMER FEEDBACK / COMPLAINT PROCEDURE*

*If we receive a customer complaint a customer complaint form shall be completed.*

*This will be passed to the MCS Nominee who should ensure that the details of the complaint have been entered on the Customer Complaint Record.*

*The allowed time for this complaint to be resolved will be established, and will, in relation to complaints received from domestic customers, conform to the RECC.*

*The process will include the following:*

- Customer Complaint Form raised and passed to relevant person;*
- Details of the complaint shall be transferred to the Customer Complaint Record;*
- The domestic customer may use a consumer representative or observer to help deal with the complaint. Where this is the case the RECC requires that we must co-operate fully with this person;*
- The person dealing with the complaint will consider the details of the complaint and report the findings clearly to the customer within 7 working days of receiving the complaint;*
- Where appropriate we will arrange to inspect the customer's system within seven days of receiving the complaint and within twenty four hours of receiving the complaint where a domestic customer is without heating or hot water as a result of the situation that has led to the complaint;*
- The person dealing with the complaint will attempt to find an agreed course of action to resolve the complaint speedily and effectively to the customer's satisfaction;*
- Where the timescales for any agreed actions cannot be met, the customer shall be kept fully informed of the reasons for the delay and new timescales agreed;*
- Where we not be able to resolve any complaints received from domestic customers the customer shall be informed that they should direct their complaint to the RECC administrator;*
- Where a complaint is referred to the RECC administrator we are required to co-operate with any mediation being carried out between ourselves and the customer;*
- In the event that the complaint cannot be resolved with the assistance of the RECC administrator's complaint handlers either ourselves or the customer may request to use the mediation and independent arbitration services set out in sections 9.1 and 9.2 of the RECC. We will direct the customer to the RECC dispute resolution process which can be accessed via*

*the RECC website, consumers tab then the 'How to Complain' section of the RECC website.*

- *Full details on the progress and outcome of the complaint should be detailed on the Customer Complaint Record;*
- *Any required corrective or preventive actions should be transferred to the Corrective and Preventive Action Record;*
- *The details of the complaint and the outcomes will be reviewed during the next Internal Review Meeting.*