

E2 Complaints Policy

Date: 18th January 2019
Owner: Business Support Unit
Version: v1.0



INTELLIGENT PROCUREMENT



ENERGY SERVICES



CONTROLS & PROJECTS

Change Control

| Version No. | Description of change | By | Date |
|-------------|-----------------------|----|------------|
| v1.0 | Policy Created | CN | 18/01/2019 |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

E2 Customer Complaints Policy Statement

E2 Services Limited's policy is committed to providing a quality service for its customers and to handle complaints as part of the overall strategy to satisfy the needs of our customers.

Complaints and other forms of feedback provide valuable information on levels of client satisfaction. Feedback will be taken seriously by E2 Services Limited and be seen as an opportunity for improvement.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible
- We deal with it promptly, politely and when appropriate, confidentially
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

In addition:

- Complaints will be handled fairly, promptly and confidentially
- Staff will endeavour to be courteous to the complainant, respond positively and offer constructive solutions
- Formal complaints will be recorded, acknowledged within 15 days and brought to the attention of senior management

The company's complaint procedure will be publicly displayed on E2 Services Limited's website.

Mr. Carl Revens
Managing Director
E2 Services Limited

A handwritten signature in blue ink, appearing to read 'C. Revens'.

Date: 18th January 2019

Introduction

This policy has been designed to provide guidance to both our customers and staff on the manner in which we receive and manage complaints. We are committed to being consistent, fair and impartial when handling your complaint.

The objective of this policy is to ensure:

- Customers are aware of our complaint lodgement and handling processes,
- Both customers and our staff understand our complaints handling process,
- Customers complaints are investigated impartially with a balanced view of all information and evidence,
- We take reasonable steps to actively protect customers personal information,
- Customer's complaints are considered on their merits taking into account individual circumstances and needs.

Definition of a complaint

In this policy a complaint means an expression of dissatisfaction by a customer relating to a service provided by E2 Services Limited.

Responsibilities

E2 Services Limited's responsibility will be to:

- Acknowledge the formal complaint in writing
- Respond within 15 working days
- Deal reasonably and sensitively with the complaint
- Take action where appropriate

A complainant's responsibility is to:

- Bring their complaint to E2 Services Limited's attention in writing
- Raise concerns promptly and directly with a member of staff
- Explain the problem as clearly and as fully as possible, including any evidence and action taken to date
- Allow E2 Services limited reasonable time to deal with the matter

Formal Complaints Process

An informal approach is appropriate when a resolution can be swiftly achieved. However, if the concerns cannot be satisfactorily resolved informally, then the formal complaints process should be followed.

If a customer is dissatisfied with a service provided by us, they should in the first instance consider speaking directly with the staff member/s they have been dealing with. If they are uncomfortable with this or consider

the relevant staff member is unable to address their concerns they can lodge a complaint with us in one of the following ways:

- By telephoning us: 0203 002 2500
- By writing to us: Unit 6, Ball Mill Top Business Park, Hallow, Worcester, WR2 6LS
- By emailing us: admin@e2-services.co.uk

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

The first person to be advised of the complaint will, if appropriate, endeavour to resolve the matter by following the E2 Services Limited's complaints policy. If it is not appropriate for the member of staff to deal with the complaint, it will be referred to the relevant Head of Department as soon as possible.

The complaint management process can be simplified into five steps:

1. Receive

- **Listen** – openly to the concerns being raised by the complainant
- **Ask** – the complainant what outcome they are seeking
- **Inform** – the complainant clearly of the complaint process, the time the process takes and set realistic expectations
- **Accountable** – be empathetic towards the affected person and action all commitments made

2. Record

- **Record** – all information that is relevant to the complaint, in its original and simplest form. The customer complaint form must be completed.
- **Store** – the form in relevant location within the Company server
- **Inform** – in the first instance the complaint should be passed onto the relevant Head of Department that the complaint pertains to
- **Protect** – ensure the information is kept confidential and restricted access so only necessary staff can access it

3. Acknowledge

- **Acknowledge** – receipt and acknowledgement of the complaint early to build a relationship of trust and confidence. Complaint must be acknowledged within 5 working days.
- **Anonymity** – a person may request to remain anonymous in their complaint and therefore contact may not be possible or expected
- **Desired outcomes** – provide realistic and clear expectations
- **Conflict of interest** – avoid this by appointing a person unrelated to the matter
- **Timeframes** – provide these to the complainant where possible. A full response should be sent within 15 working days.

4. Resolve

- **Involve the complainant** – keep them informed of the progress of the complaint and discuss any disparities identified in the information held
- **Additional information** – request this when required
- **Extensions in time** – consider only where necessary and always communicate to the complainant
- **Record** – continue to record all decisions and actions taken

5. Communicate Resolution

- **Outcome** – where possible, discuss the outcome verbally with the complainant before providing the written outcome and allow them the opportunity to make further contact following receipt of the written outcome.
- **Recourse** – include what further action may be available to the complainant
- **Further reviews** – providing a minimum of one further review will enable the first investigation to be reviewed for success
- **Opportunities** – develop a process by which the complaint outcomes can be relayed to the relevant department within the Company for action to improve
- **Feedback** – develop a process that allows for a review of the complainants experience of the complain process by encouraging and enabling feedback

If you complain about one of our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and giving equal treatment to all involved. We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- informing them of any complaint about their performance,
- providing them with an opportunity to explain the circumstances,
- providing them with appropriate support,
- Updating them on the complaint investigation and the result.

NAPIT – Escalation Process

E2 Services Ltd are members of NAPIT in respect of UKAS accreditation for:

- Electrical Installation Work in Dwellings (A1.1)
- Electrical Installation Work in all Buildings other than Dwellings (A1.2)

This section outlines the escalation procedure in terms of complaints made about work carried out covered by the scope of our certification.

Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

If you are satisfied with our proposed decision or actions, we will close your complaint and record the findings.

However, if you are not satisfied with our proposed decision or actions, we will record this and provide you with information on how to escalate your complaint, to NAPIT, for external independent review.

NAPIT's responsibility in handling consumer complaints is to impartially judge the appropriateness of any complaint resolutions offered by the NAPIT member to the consumer, and to take action against the NAPIT member if the resolution does not resolve the complaint in a manner that achieves compliance in a timely



manner. NAPIT is also responsible for considering the impact of the evidence from complaints on the ongoing surveillance and certification of installers.

Before making a complaint to NAPIT, we, the NAPIT member must have been given the opportunity to resolve the complaint themselves.

If we, the NAPIT member, does not resolve the complaint it can be escalated to NAPIT by completing the online form on NAPIT's website: <https://www.napit.org.uk/home-owner/complaint.aspx> If you are unable to access the website you should contact NAPIT directly for assistance on 0345 543 0330.

The complaint process will apply when a company certified by NAPIT as a member of one or more schemes (a "NAPIT" Member") has carried out work covered by the scope of the certification under contract to the complainant.

The work that is subject to a complaint must have been carried out under a contract between the Complainant and the NAPIT Member. As a result, both parties have all the rights normally associated with the purchasing of services and the NAPIT Complaints Process does not replace or restrict any of those rights.

We monitor and review the effectiveness of our complaints handling process to ensure that this continuously improves. This policy does not cover complaints from staff, they should use the Company's Grievance Policy.