

Complaint Handling & Dispute Resolution Statement

Eclipse Power Networks Ltd's commitment to our customers

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1 Introduction

The following statement relates to Eclipse Power's licenced Independent Distribution Network Operator business Eclipse Power Networks Ltd and helps us to provide the best possible service to our customers.

Providing the best possible service to our customers is very important to us and if we have dissatisfied customers, we want to know why and what we can do to improve the service to them.

This statement explains how you can get in touch with us, how we handle complaints and what the steps for resolution are.

2 How to register a complaint

You can register your complaint in any of the following ways:

Telephone: 01234 486 487 8.00am to 5.00pm (our office hours)

Email: enquiries@eclipsepower.co.uk

In writing: **Eclipse Power Networks Ltd**
25 Osier Way
Olney Office Park
Olney
Buckinghamshire
MK46 5FP

3 How we handle your complaint

Eclipse Power Networks Ltd takes all complaints seriously and we will ensure that it is dealt with in a just and efficient manner. We will send you an acknowledgment of your complaint within 24 hours of receiving it.

If it is not possible to fully action your complaint immediately, we will aim to provide you with an initial response within 5 working days and a further substantive response within 10 working days of your complaint being logged with us.

Where your complaint requires a visit to premises or enquiries of persons who are not g2 Energy employees, an initial response will be provided to you within 10 working days explaining why a substantive response cannot be given immediately. This response will include the name, telephone number and address of an employee who you can contact about your complaint. A further substantive response will be sent to you within 20 working days.

4 Resolution of your complaint

Step 1

Our Services Team will log your complaint as soon as it is received and remain in contact with you until resolution, working as quickly as possible and within the timescales as above. They will contact all the relevant people in relation to your complaint in order to satisfactorily resolve it for you and write to you with the resolution.

Step 2

If you remain unhappy following step 1 and you feel that our Customer Services Team are unable to assist you further, you can ask for our **Customer Services Manager** to contact you. This contact will be by letter, phone or email and you can state a preference.

Step 3

If step 2 does not provide you with a satisfactory conclusion, you can ask for the **Head of Connections** to contact you. This contact will be by letter, phone or email and you can state a preference.

Step 4

If you have escalated your complaint using steps 1 -3 and you remain dissatisfied with our response, you can refer the matter to the Energy Ombudsman. This is a free and independent service and Eclipse Power is a member of this scheme. The Ombudsman may require us to take practical action that may benefit you, offer an apology or explanation or make a financial award, or any combination of these actions; their decision is binding upon us but not you as the customer.

Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF
Telephone: **0330 4401624**
Fax: **03304401625**
Textphone: **0330 440 1600**
Email: enquiries@energy-ombudsman.org.uk

5 Independent Advice

If you require independent advice, the following consumer bodies are available to you:

The Citizens Advice Bureau

This is a consumer service that provides free confidential and impartial advice on consumer issues.

Telephone: **08454 04 05 06**
Email: www.adviceguide.org.uk

Age UK

Telephone: **0800 169 6565**
Email: www.ageuk.org.uk