

	Complaints Procedure	Doc No:	P18
		Rev Date:	01/10/2025
		Next Rev:	01/10/2026
		Rev No:	14

Objective:

Sureserve Energy Services South West Ltd (SESSW) is committed to providing a quality service in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right. Our aim is to make the complaints process transparent, simple and effective. Through effective complaint management we ensure that the performance and quality of our organisation is continually improving and complaints are being kept to a minimum. We take each complaint seriously and aim to improve our service accordingly.

Our complaints management meets the requirements set out by ISO9001:2015 and our MCS QMS standards.

Scope:

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. Our complaints procedure covers all areas where we come into contact with, or carry out work for, prospective or existing customers and stakeholders. **Any complaints related to members of staff will be dealt with by HR directly, please contact Jackie O'Brien accordingly.**

Procedure:

Complaints will be dealt with promptly, courteously and effectively to seek resolution. Sureserve Energy Services South West Ltd believes each individual complaint should be afforded the importance it deserves to impress our customers/stakeholders by the manner in which complaints are listened to and remedied to their satisfaction. We thereby incorporate the following:

- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- We deal with it promptly, politely and, when appropriate, confidentially.
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

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- We recognise that many concerns will be raised informally and dealt with quickly.

The process will include the following:

- Depending on the nature of the complaint we aim to resolve informal concerns quickly
- An informal approach is appropriate when the concerns raised can be achieved and dealt with immediately. However, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed
- When we receive or raise a complaint a **F03-Non conformity** form should be completed and passed on Complaints department it can be emailed direct to SESSW.dl-complaints@sureserve.co.uk.
- The following examples could lead to a formal complaint: tenant complaints, supplier issues, faulty material, subcontractor issues and such like - in other words anything that flags up shortcomings in quality and performance.
- The individual in receipt of the complaint should complete the form if able or email directly to complaints department where they will respond accordingly.
- 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
- The person dealing with the complaint will consider the details of the complaint, determine the severity and report the findings clearly to the stakeholder/customer within **excepted timescales stipulated on form F03**
- Where appropriate we will arrange to investigate/inspect the customer's system within **14 days for major NCR's, 30 days for minor NCR's and within 24 hours for Health and Safety and Welfare impacting scenarios.**
- Where the timescales for any agreed actions cannot be met, the customer shall be kept fully informed by the person who received the complaint of the reasons for the delay and new timescales agreed.
- The appropriate individual is responsible for the resolution of the complaint and is required to follow it through from start to finish.
- Full details on the progress and outcome of the complaint should be detailed on the **F03 - Non Conformity Form**
- Full details of each complaint will be transferred on to our complaints register **R02 - Non**

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conformity log by Complaints team.

- Our complaints are being kept centrally with each complaint in a separate folder and numbered correctly. Complaints are located on the P-Drive in “Compliance” -> “Operations” -> “Complaints” and will be stored securely and Password Protected.
- The folder contains **the F03 - Non Conformity Form** and **R02 - Non conformity log**.
- All complaints are being regularly reviewed and monitored collectively by all departments at monthly meetings and Monthly contract Meetings.
- 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 (MCS ONLY)
- 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.
- The details of complaints and their outcomes along with trends will be reviewed during the next Management Review meeting to consider whether any corrective or preventive action is required to prevent complaints from recurring.

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