

YES Energy Solutions - Customer Complaints Procedure

Stage 1 - Informal Resolution

Frontline Complaint Handling

Complaint Method: telephone, in person, letter, fax or e-mail.

All YES Energy Solutions' front line staff are trained and empowered with clear delegated authority to resolve complaints wherever possible at first contact.

Front line staff log details of any complaint and its outcome on the Complaints Database for later analysis and to drive improvement.

If a complaint is not fully resolved at the first point of contact, it will be escalated to stage two.

Stage 2 - Formal Resolution

Internal Investigation

All complaints requiring follow up action must be dealt with by replying in writing within three working days. Where this is not possible an interim letter is to be sent after three working days with confirmation of a target date for completion which should be no longer than 10 working days.

A senior member of staff or designated complaints officer will review and investigate unresolved complaints and aim to fully resolve them and send written confirmation within 3 working days.

The complainant will be invited to discuss the complaint with the senior staff member by phone, written response or in person, whichever is appropriate. A record of all conversations and correspondence will continue to be logged on the Complaints Database.

Where the matter is not resolved by stage 2 all details of the complaint will be passed to and discussed with the company senior management team.

Stage 3 - Senior Management Intervention

Senior management will review the decision made at stage 2 and may seek further clarification from any of the parties involved. Where appropriate third parties will be brought together to ensure resolution.

The complainant will be informed of the final decision within 5 working days. This decision will be final.

Stage 4 - Escalation to Scheme Partners

Where the complaint threatens the reputation of a scheme partner it must be referred immediately to the relevant scheme partner officer for comment/action.

Complaints Reporting

All complaints are logged on the Complaints Database. Details of all follow up contact will be logged through to resolution.

A quarterly report will be produced to show the following:

- Number of complaints received.
- Number of complaints resolved within 3 working days
- Number of complaints resolved outside 3 working days.
- Number of complaints escalated to scheme partner officers.
- Summary of root causes of complaints received to assist in staff training.
- Summary of serious complaints received and corrective action taken.

Compliment Reporting

All compliments received either verbal or in writing are to be logged on the Compliments database. Compliments are viewed as importantly as complaints and positive feedback is given to staff whenever appropriate.

A quarterly report will be produced to show the following:

- Number of compliments received
- Summary of comments

Customer Satisfaction Surveys are sent to 100% of clients who have received a measure. On return of the completed survey all details and comments are logged on the company database and assessed.

Any comments or complaints made by the client are responded to, and appropriate action taken. Feedback, both positive and negative is reported to the relevant party and any complaints received will follow the company complaints procedure outlined above.