



February 2023

Code of practice on Complaints Handling Procedure

Approved Procedure

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For internal use

1 Overview

At Statkraft, we believe that renewable energy can power every industry, every business, every community, every home. It can power progress. It can power possibilities. Providing pure energy, we develop and operate renewable energy assets, buy and sell energy and invest 100 per cent of our growth entirely in renewables. We have been making clean energy possible for over a century and continue to lead the way towards a carbon free future.

We are delighted you have chosen us to fulfil your energy needs into the future, we will utilize our experience from supplying industrial and commercial consumers with energy, matching their individual needs, managing their risk profile and helping them become carbon-neutral.

At Statkraft, while our business continuously evolves, our three values are constant, which are Competent, Responsible, and Innovative. These are at the heart of our service provision to you and we pride our business on excellent customer service.

2 Code of practice on Complaints Handling Procedure

This Code of Practice outlines the high-level standard of service you can expect from us. But if we've let you down in any way, please contact us and we'll do all we can to help.

Step 1 Contacting us with your complaint

In the first instance, please contact our contract operations team,

By telephone: +44 20 7448 8241 (opening hours - 8.30am to 5.00pm Monday to Friday)

By email: BackOfficeUK@statkraft.com

By post: Complaints Department,
Statkraft Markets - Northern Ireland,
Department 176
21 Botanic Avenue
Belfast
Northern Ireland
BT7 1JJ

Please have your account number to hand as this will help us deal with your issue more quickly. You can find this on any contract, bill or statement documents we've previously sent you.

Please provide us with as much information as possible when making your complaint. We want to fully understand what's gone wrong. This is to make sure we get the right person handling your complaint

We'll always aim to resolve your complaint the first time you contact us. Where this isn't possible, we'll provide you with a dedicated contract operations team member as your "*complaint handler*".

Our promise when we can't resolve following our first contact:

- Within 5 working days from the date of your complaint – we will acknowledge your complaint via via phone, email or by post

- Within 10 working days from the date of your complaint – we will provide an update and set out approach to resolving your complaint

Your complaint handler will communicate with you regularly to keep you up to date with our progress in resolving your issue. Some complaints are more complex than others and shall require more detailed investigation to achieve a satisfactory resolution. Regardless of complexity, we intend to process and resolve all complaints within three months.

Complaint Remedy: Remedies that are available to the complainant include:

1. An apology
2. An explanation
3. The taking of appropriate remedial action by us, the Supplier
4. The award of compensation in appropriate circumstances

Please note that we will keep a written record of your complaint as well as any agreed resolution that we've reached.

Step 2 Escalation where an issue is unresolved

If we haven't resolved your complaint to your satisfaction, your dedicated complaints handler can escalate the issue to the **Head of Northern Ireland** market in Statkraft, the "*Escalating Manager*".

The Escalating Manager will aim to write back to you within five working days of receiving your communication either with a proposed resolution or a full description of our next steps.

If you're unhappy with the way we've handled your complaint at any point, you can ask us to conduct an internal review. Statkraft have an internal review framework, here a three-person committee will review the complaint. Following the review the Escalating Manager will then contact you as soon as possible to seek additional information to help inform that review.

Step 3 External Review Option

If we are unable to resolve your complaint to your satisfaction, or if at any time you are unhappy with our response, you can contact the Consumer Council. The Consumer Council provides free, independent support and advice to Northern Ireland consumers and businesses. The Consumer Council have the power to investigate complaints relating to energy supplies and is an independent body which has the power to resolve customer disputes. This service is free of charge and accessible to all. In certain circumstances where complaints relate to billing matters and the Consumer Council is unable to help you resolve your complaint you may refer your complaint onwards to the Utility Regulator. We would hope you could give us an opportunity to resolve your complaint before contacting the Consumer Council or the Utility Regulator.

Contacting any of the below parties does not affect your statutory right to go to court if you deem the solution unsatisfactory.

The Consumer Council

Address:

Floor 3, Seatem House,
28-32 Alfred Street,
Belfast,
BT2 8EN

Call: 0800 121 6022

E-mail: contact@consumercouncil.org.uk

Website: consumercouncil.org.uk

The Utility Regulator

Address:

Queens House
Belfast
BT1 6ED

Call: 028 9031 1575

E-mail: info@uregni.gov.uk

Website: uregni.gov.uk