



# CUSTOMER COMPLAINTS HANDLING POLICY

Updated 3 December 2024

This customer complaints handling policy sets out how Guernsey Electricity handles all complaints about its services and goods internally. It also sets out the way in which a complaint may be escalated externally, depending upon the nature of the services or goods complained of.

Guernsey Electricity Limited  
Company Number: 38692

# Customer Complaints Handling Policy

Here at Guernsey Electricity we place great importance on delivering the highest standards of service to all of our customers.

We are committed to providing excellent customer service on all occasions but if for any reason you are unhappy with any aspect of our service or any of our goods please get in touch and we will do our best to put it right as quickly as we can.

## Our Commitment to You

We believe it should be easy for customers to voice their concerns. You can submit a complaint, suggestion or feedback in writing, over the phone, in person, or by email.

As soon as we receive your complaint we will assign it to one of our experienced team members who will investigate what the problem is and the best way to fix it. They will aim to reply to you within 7 business days and if that is not going to be possible, they will let you know and keep you updated of the progress.

We treat every complaint seriously and are committed to dealing with your complaint with fairness and transparency. We will communicate to you in plain and simple terms and treat you, our customer, in a professional manner and with respect and recognition of your individual needs.

### How to make a complaint

- **In writing** – Guernsey Electricity, FREEPOST GU355, Guernsey, GY1 5SS
- **In person** – please visit our reception at Electricity House, Northside, Vale, Guernsey GY1 3AD between 9:00 am and 5.00 pm Monday to Friday
- **Telephone** – call us on 01481 200700 between 8:30 am and 5.00 pm Monday to Friday
- **Online** - complete our online contact form on <https://www.electricity.gg/contact-us/>
- **Email** – [complaints@electricity.gg](mailto:complaints@electricity.gg)



In order to protect your personal information, we will only respond to social media complaints which have been direct messaged to us, we will not respond to any general social media posts. Please refer to our [Social Media Interaction Policy](#) for more information.

### What we need from you

- A summary of the complaint with as much information as you can so that we can resolve the issue quickly and efficiently
- Customer number (if known) – this can be found at the top right corner of your statement
- The supply address that this complaint relates to (if applicable)
- Your full name and contact details so that we can keep you updated on the progress of your complaint
- Preferred method of us contacting you regarding the complaint (phone, email, letter)



If you are making a complaint on behalf of another person, please ensure that you have their permission to do so. Unless you are named as an authorised contact on their account we will be unable to discuss the complaint with you and will contact the account holder directly to discuss the matter.

## How we will handle your complaint

### Receipt

All complaints will be logged and a case reference number generated. This will be quoted on all our correspondence to you regarding your complaint.



### Investigation

While we are investigating the issue we will try to keep you updated as much as possible. We aim to resolve complaints within 7 business days but if it is a complex matter which is likely to take some time to resolve, we will explain why it is likely to take longer and give you regular updates along the way.



### Complaint Resolution

Once we have investigated your complaint internally we will send a response via your preferred contact method. We will ask you to review and revert back to us within 10 days if you are not satisfied with the response or if you have any further questions. We will then aim to resolve your complaint within a further 14 days with a view to closing the complaint. If this is not achieved, then you can escalate your complaint externally as per the below options.

### Closure and Feedback

After 10 days if we have not heard back from you we will close the complaint case on our system. We will send you a Customer Complaint Satisfaction Form by email or letter so that you can let us know how well we have handled the issue.



### Root Cause Analysis & Process Improvement

Understanding what went wrong is very important to us so that we can take action for improvement. All complaints are analysed with a view to identifying changes that can be made to our processes and systems and appropriate action taken.



### External Escalation

If you are not satisfied with our response or the way the complaint has been handled internally, then, depending on the nature of the complaint, the matter may be further escalated externally to either the States' Trading Supervisory Board, the Guernsey Competition and Regulatory Authority, an arbitrator, the Royal Court of Guernsey or the States of Guernsey Committee for Economic Development (see further details below).

### **If you would like to escalate further**

It is very important to us that we resolve your complaint to your satisfaction but we understand that sometimes we cannot find a mutually acceptable resolution.

If your complaint relates to Guernsey Electricity's tariffs or charges then you can escalate your complaint to the States' Trading Supervisory Board.

If your complaint relates to an estimated electricity meter reading then you can escalate your complaint to the States of Guernsey Committee for Economic Development who, if it thinks fit, may refer your complaint to the Guernsey Competition and Regulatory Authority or to an arbitrator appointed by the States of Guernsey Committee for Economic Development to resolve.

If your complaint relates to any other aspect of Guernsey Electricity's supply of electricity then you can escalate your complaint to the Guernsey Competition and Regulatory Authority.

If your complaint relates to Guernsey Electricity's access to and use of land then you can escalate your complaint to an arbitrator to resolve or appeal to the Royal Court of Guernsey against a decision made by Guernsey Electricity under the Code for access to and use of land set out under Schedule 1 to the Electricity (Guernsey) Law, 2001 (as amended).

If requested by you, we can also provide you with the relevant contact details of the States' Trading Supervisory Board, the Guernsey Competition and Regulatory Authority, an arbitrator, the Royal Court of Guernsey or the States of Guernsey Committee for Economic Development to escalate your complaint.

Nothing in this policy is intended to prevent a customer from seeking resolution through the courts at any stage.

All personal data received by Guernsey Electricity under this policy will be processed in accordance with our Privacy Notice the terms of which can be located at [www.electricity.gg/privacy](http://www.electricity.gg/privacy) or a hard copy can be provided upon request.