

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 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



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 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.



Closure & 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 out 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, you have the right to escalate the complaint to the Guernsey Trading Standards Service. Depending on the nature of the complaint the matter may be further escalated to either 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.

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 our internal complaints procedure has been exhausted and you feel that we have not handled your complaint satisfactorily, you have the right to raise the issue with the Guernsey Trading Standards Service, a statutory body with powers under the Trading Standards (Fair Trading) (Guernsey) Ordinance, 2023.

The Guernsey Trading Standards Service can be contacted via the following methods:

- **By email** – TS.Mailbox@gov.gg
- **By phone** – 01481 220379
- **In writing** – The Guernsey Trading Standards Service, PO Box 459, Raymond Falla House, Longue Rue, St Martins, GY4 6AF

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.

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

☐ I give permission/I confirm I have received permission from the above-mentioned customer for Guernsey Electricity to receive and process the personal data contained in this form in accordance with GEL's Privacy Notice, the terms of which can be located at www.electricity.gg/privacy/ or a hard copy can be provided upon request.

In the event of a query relating to this application, you can contact our New Connections Section for more information. Telephone: +44 (0) 1481 241915

Please complete this form fully and return to us via email or alternatively you can submit by post.
Email: customer@electricity.gg Post to: Guernsey Electricity, FREEPOST GU355, GY1 5SS