

KAKAPO ENERGY LTD

Compliments and Complaints

Policy and Procedure

1 Our Aim

Kakapo Energy Ltd is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- 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

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

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. The Complaint Handling Procedure covers details regarding all communication channels with consumers – email, phone, and address pertaining to Kakapo Energy Ltd.

5. Responsibilities

Kakapo Energy Ltd responsibility will be to:

- acknowledge the formal complaint in writing
- respond within a stated period of time
- deal reasonably and sensitively with the complaint
- take action where appropriate

A complainant's responsibility is to:

- bring their complaint, in writing, to the attention of Kakapo Energy Ltd normally within 8 weeks of the issue arising
- raise concerns promptly and directly with a member of staff in Kakapo Energy Ltd
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow Kakapo Energy Ltd a reasonable time to deal with the matter, and recognise that some circumstances may be beyond Kakapo Energy Ltd 's control.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Kakapo Energy Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure:

Written records must be made by Kakapo Energy Ltd at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the member of the public should be advised that a formal complaint may be made and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- a) A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken by a member of the Management Team, staff member or a supervisor.
- b) In all cases, the complaint must be passed on to a director. In the event of a complaint about one director the complaint should be passed to the other director.
- c) The directors, depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the other director.
- e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

Stage 3

If the complaint cannot be resolved formally, the member of the public will receive a letter or email from Kakapo Energy Ltd stating this. This is called a 'deadlock letter'. If you wish to escalate the complaint to Ombudsman Service, then it must be done

within 12 months of receiving this letter. The Ombudsman Service will then decide if Kakapo Energy Ltd has made a mistake, or treated you unfairly, and they will recommend which action Kakapo Energy Ltd should take to put its mistakes right.

This could include:

- A practical action (for example: apply a credit, cancel an account, apply a specified tariff)
- An apology
- A financial award to acknowledge the difficulties encountered
- Recommendations for Kakapo Energy Ltd to prevent the issue happening again
- Or, a combination of these above points

The Ombudsman Service has impartiality and is free for consumers. To see the Ombudsman Service processes please use [this link](#). You may escalate the complaint to Ombudsman Service by email, phone, and address. Here are the contact details...

Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@energyombudsman.org

Website: www.energyombudsman-services.org

KAKAPO ENERGY LTD COMPLAINTS FORM

You may use this form to make a suggestion or to make a complaint about Kakapo Energy Ltd.

We would like you to return this form as soon as possible.

Your Name

Address

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Telephone

Date of incident

Approximate time of incident

Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?