

# 1. Complaints handling policy and procedures

## 1.1. Objective of the Policy

The Energy Markets Team at SMS Energy Services Limited ("The Energy Markets Team") is committed to ensuring that any person or organisation using services provided by The Energy Markets Team or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

This Customer Complaint Policy aims to:

- Provide a framework for employees in The Energy Markets Team to work with when handling Complaints from Customers
- Ensure consistency within The Energy Markets Team in handling and resolving Complaints from Customers and
- Support our commitment to provide quality products, services and customer service

The Energy Markets Team defines the term complaint as any expression of dissatisfaction or grievance made to any employee within SMS by a Customer or member of the public with any product, service or conduct of ours.

Our objective is to resolve the majority of enquiries and complaints during the customer's first call. The Energy Markets Team have the training and authority to deal with most of the problems or enquires which customers may have "on the spot".

It may not always be possible to resolve a complaint on the first call, for example, because records and transactions need to be reviewed or enquires made. Our objective is that complaints that cannot be resolved during the first call will be resolved within time frames agreed with the customer.

We are committed to continuous improvement of our customer service delivery, and we recognise the opportunity given to us to improve when a customer lodges a complaint.

## 1.2. How a complaint can be made

Providing customers with easy access and a point of contact to lodge a complaint is a fundamental element of our overall complaints policy.

Complaints can be made by:

- Phone: 029 2105 4165
- Email: [Complaints.ProcurementTeam@sms-plc.com](mailto:Complaints.ProcurementTeam@sms-plc.com)
- In person at: Prennau House, Cardiff Gate Business Park, Cardiff, CF23 8XH
- Post to: Energy Markets Manager, Prennau House, Cardiff Gate Business Park, Cardiff, CF23 8XH

All clients making complaints will be treated with courtesy and respect. Complaints will be acknowledged within 2 working days of receipt and customers will be advised of their reference number that will be used to identify progress of their complaint.

The Energy Markets team has established and will continue to develop, quality processes for the efficient acknowledgement and processing of complaints. Records of the complaint will be held and include all relevant details including the date when the complaint was received.

If the Energy Markets Team is unable to resolve the complaint directly, or if it has been unresolved for more than eight weeks, the client can escalate the complaint to Ombudsman Services. The Ombudsman Services are free and impartial to use. Further details of their services can be found on their website:

<https://www.ombudsman-services.org/>

Alternatively, the Ombudsman contact details can be found below:

- Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF
- Phone: 0330 440 1624
- Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)