



Shell
ENERGY

Complaints Code Of Practice: Telephony And Broadband Services

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At Shell Energy we work hard to maintain a very high standard of service for you.

Unfortunately, we don't always get everything quite right. If you're unhappy with our services for any reason then we'd really like to understand why, so we can put things right as quickly and effectively as possible.

At Shell Energy we pride ourselves on being different. We aim to be reliable and straightforward, working hard to resolve your complaint as fast as we can. We know that reliability is something that you expect and deserve and it is, therefore, one of our key focal points in everything we do.

We want to help you spend less on what you need, and more on what you want. This also applies to the time you might spend working with us to resolve any issues. This is why we've created a process that allows you to easily raise your concerns and have them dealt with swiftly. To ensure you understand how we manage the process we have detailed below the way we work, so you'll know at all times what we're doing and how we're moving forward.

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Andy Eadle

Director of Customer Service

andy@shellenergy.co.uk

1. How to make a complaint

- The fastest way to resolve your complaint is by calling our Customer Care Line on 0330 0945801 between 8am and 8pm Monday to Friday and between 9am and 4pm on Saturday.
- You can contact us by emailing us at broadband.support@shellenergy.co.uk.
- By sending a letter to Shell Energy Retail Limited, PO Box 6363, Coventry CV3 9LR.

Please ensure you include the following information:

- full name;
- account number;
- full address;
- home telephone number; and
- description of the problem and when it started.

Alternatively, you can contact us via [Resolver](#). Resolver is a free service, offering an independent way in which you can raise and track your complaint with us. We work closely with Resolver to ensure we are able to fix any issues in a fast, effective manner.

If you can't raise a complaint yourself, you can ask someone with access to your information to do it for you. If you'd like a paper copy of the complaints code (for free) please ask us using the contact details provided above. You can also ask for a copy in braille, large print or audio tape.

2. Complaints handling

Our staff will always provide you with their name and job title. We aim to resolve the complaint at the time of the first contact where appropriate and possible. A record will be made on your account of any conversations and resolution reached. All complaints raised will be acknowledged in a timely manner.

If we need to collect further information or make some investigations into the issues raised we will contact you. We'll normally respond by phone, unless this isn't possible or you have expressed a preference not to be contact in this manner, in which case we'll write to you. We will also endeavour to keep in touch regularly at agreed times to ensure you are informed as to the progress of the complaint.

3. How we will investigate and resolve your complaint

If you contact us by phone, we will try and resolve your complaint whilst we are speaking to you. If this is not possible, we will explain why and your details will be passed to the complaints team for investigation and resolution.

If you contact us in writing we will assign your complaint to our dedicated complaints team to investigate. Once your complaint is being managed by a member of our team we will set contact dates and times with you to ensure you are always kept informed of the progress of your complaint, we aim to go no longer than 10 working days between contacts unless you agree otherwise with your complaint handler.

4. Closure of your complaint

We will close your complaint if:

- you say you are satisfied;
- we haven't received a response from you in 30 days; or
- we refer you to the Ombudsman who will provide an independent and impartial resolution.

5. Escalating a complaint

If you feel that your complaint has not been handled to your satisfaction, you may request a review by a broadband team manager. Subject to availability, a broadband team manager will contact you to discuss the issue with you between the hours of 8am to 8pm Monday to Friday.

We endeavour to respond to you within 10 working days identifying necessary steps that we believe are required to take to resolve the complaint. This may include an explanation, apology and/or details of any actions.

If you are not satisfied with the response from our broadband team you can contact our Director of Customer Service, Andy Eadle, directly on andy@shellenergy.co.uk. Andy and his team will respond to your complaint within 5 working days.

You have the right to take your complaint to the Ombudsman if:

- we don't resolve your complaint to your satisfaction within 8 weeks of you first making your complaint; or
- you've received a notification from us saying that your complaint has reached "deadlock" and there is nothing more we can do to solve your complaint. You may ask for a "deadlock" letter at any time but please allow us the opportunity to try and remedy the problem first. You must contact the Ombudsman within 12 months of getting your "deadlock" letter.

The Ombudsman can be contacted at: Ombudsman Services: Communications PO Box 730 Warrington WA4 6WU Telephone: 0330 440 1614 Textphone: 0330 440 1600 www.ombudsman-services.org.

Also, if you made your purchase online, the European Commission has established a web-based platform to allow consumers to deal with contractual disputes. Access to the portal is available through the following link: <http://ec.europa.eu/consumers/odr/>.