

Energy Institute Complaints Policy

Introduction

Complaints matter to the Energy Institute (EI). We recognise that every concern raised by one of our customers is an opportunity to improve. Complaints highlight problems for us and provide valuable opportunities for learning from where things have gone wrong.

A complaint can be defined as an expression of dissatisfaction with the service we have provided. Complaints may arise from any area of our work, including failure to comply with operational processes, provide good customer service, and maintain information security and data protection.

We must handle all complaints in a fair and timely manner, considering their merits, regardless of their nature or source.

We need to have clear processes in place for:

- reporting, recording and monitoring complaints.
- assessing the severity of complaints and if they warrant a full investigation.
- providing high-quality and customer focused responses.
- managing complaints to mitigate any associated risks.
- ensuring that any learning identified from complaints leads to improvements and that any necessary changes are implemented.

Managers at all levels are responsible for ensuring that we take timely action in implementing necessary changes based on the learning from complaints. Feedback and learning from complaints will be regularly reviewed by the Head of Department or Director.

Purpose of the policy

Our intention at all times is to deal with people fairly and properly. If you feel that we have not met that standard, please let us know. Where there is reason to believe our conduct has fallen short, we want to be able to resolve any issues and learn from what has happened so that we can continuously improve.

Aim of the policy

The principal aim of this policy is to develop a single system to identify, manage, record, respond and learn from complaints.

Who this policy applies to

This policy applies to all colleagues in the EI and external stakeholders. All those working for and on behalf of the EI must be made aware of and comply with this policy.

Key principles

In considering complaints we apply the Principles of Good Complaints Handling, which are:

- **Getting it right** – we will have an approach and systems in place that encourages colleagues to resolve complaints in a constructive manner.
- **Being customer focused** – we will make sure our processes are simple and accessible, and that we deal with complaints constructively.
- **Being open and accountable** – we will provide clear and complete information on how to complain and how to take complaints further. We will give honest explanations and wherever practical, reasons for decisions.
- **Acting fairly and proportionately** – we will treat all customers fairly and without discrimination. We will make sure that complaints are investigated appropriately.
- **Putting things right where possible** – we will acknowledge our mistakes and apologise, where appropriate. We will also take action to reduce the likelihood of those mistakes happening again; and
- **Seeking continuous improvement** – we will use complaints to understand what we can do better and as a means to improve our work.

How we'll handle your complaint

Complaints should be submitted in writing using our complaints form to complaints@energyinst.org. Any concerns raised in feedback or complaints will be dealt with within a reasonable timeframe.

We'll send you an acknowledgement within 10 working days.

- We'll try to resolve your complaint in five working days, but it may take longer if we need to carry out an investigation.
- We'll give you the name and contact details of the person handling your complaint.
- Once we fully understand your complaint and your desired outcome, we'll carry out our investigation and respond to you within 20 working days.
- If we need more time to investigate your complaint, we'll let you know.

Escalation

If the disagreement remains, the matter will be referred to the CEO. The CEO will consider the matter with the equivalent level of management within the organisation who is involved with the dispute.



The purpose of escalating the dispute to this level is to reach a position where differing professional opinions have been considered and efforts made to explore whether the dispute has arisen through a lack of clarity or understanding in the professional dialogue.

Ultimately a decision will need to be reached where parties agree on a way forward where both interests take precedence over a professional stalemate. An assessment of the degree of urgency will be determined by the CEO and an appropriate timescale lasting no longer than 20 working days to be applied.

This policy is reviewed by the Director of People, Culture and Governance, and will be reviewed annually.