



Code of Practice on Complaint Handling

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Introduction

Here at Panda, we've grown our business by focusing our services around our customers. We pride ourselves on excellent customer service and training with customer satisfaction being at heart of our ethos.

However, there are times where a mutual agreement cannot be found. In those instances, we want our customers to know that we have a very clear and transparent process to handle complaints. This code of practice sets out our complaints handling process and commitments to you in a step-by-step, easy to follow process. We guarantee to follow this Code of Practice.

Definition of a Complaint

When we talk about our complaint handling procedure, it's important to highlight our definition of a complaint. We define a complaint as the expression (through various possible channels, letter, email, phone call, physical claim) of a customer's dissatisfaction and his/her explicit expectation for a response or resolution.

We include the word 'explicit' in our definition to mean that our customer is seeking some action to address their concern, even if they are not able to identify, articulate or state what action they require.

Our procedures detailed in this Code of Practice relate to your experience with Panda only i.e. billing queries, refunds or credits. It is important to note we cannot resolve queries relating to ESB Networks or Gas Networks i.e. outages, metering issues or faults, connection time and costs, quality of supply or fault repairs.

Our Commitment to You

This is our commitment to you:

- You will speak to a friendly representative or agent when you call us.
- Your complaint via email or writing will be responded to within 10 working days.
- Our goal is always to resolve the issue at the first point of contact.
- We have a clear escalation process so your complaint will be examined at the next level, if necessary.
- You will be kept informed of the progress of your complaint.
- We aim to resolve your complaint within 8 weeks.
- We will exhaust all avenues to resolve the complaint in-house before referring the complaint to the CRU.
- If you are still unhappy with the complaint and our resolution, we will give you the details of the CRU (Commission for Regulation of Utilities).
- If we break our promise to you or breach any of the standards guaranteed in this Code of practice or any of our Codes of Practice, you are entitled to a payment of €30. Where we agree that you are entitled to receive a Charter payment, the amount will be credited to your electricity account within one billing period. If you have moved away from Panda, we can provide an alternative method of issuing your credit i.e. bank transfer.

Who Can Complain?

We will deal with all reasonable complaints. Anyone who is a named account holder – whether individually or jointly – can make a complaint. We will also deal with complaints from recognized agencies or third parties who are confirmed and acknowledged as acting on behalf of our customers. A customer of another supplier can complain to Panda about a Panda representative, for example regarding a marketing campaign or door to door campaign.

How Can You Complain?

That's easy. As soon as you are unhappy with our service, you can contact us in a number of ways:

- Phone Lo-call: 01 829 8992
- Email: CustomerCare.Energy@Panda.ie
- Address: Head Office, Ballymount Road Upper, Ballymount, Dublin 24
- Website: www.panda.ie

Most customers contact Panda by phone to make a complaint. However, we would encourage customers who have additional communication requirements or where English is not their preferred communication language to contact us by writing.

Steps Involved in Complaints Procedure

We have an easy step-by-step process to follow when you want to make a complaint.

Please note the following:

Step 1

As soon as you call and explain your issue, our agent will issue an apology. They will spend time talking with you and finding out what happened. They will listen intently and undertake to get a satisfactory explanation to your issue. However, if your problem or complaint cannot be sorted with having an initial conversation with our front-line staff, we will look further into the issue for you and outline our plan to get a solution.

Step 2

Our front line staff will log the problem with a summary of the issues raised. Your contact details will be recorded and sent to our acting supervisor. Our acting supervisor (01 829 8992) will contact you within 48 hours of the complaint. If you feel that after this step, you are still not satisfied with the resolution of this issue, then your complaint will be further escalated.

Step 3

Your complaint is moved up a level from the acting supervisor to the acting manager (01 829 8992). The acting manager will contact you within 48 hours of your complaint. The aim at this level is the same as the previous level – to get to the bottom of the issue and find a resolution. This may include a form of redress as appropriate, again depending on your circumstances and the reason for the complaint.

Step 4

When we have exhausted all avenues and resolved the issue, but you are still not satisfied with the outcome, we will write to you giving written notice of the closure of your complaint. This notice will either be by letter or email and will include details of the CRU's Customer Care Team, if you wish to escalate your complaint.

Our end goal is always the same – complaints will be resolved within 8 weeks, except in cases where the customer is not engaging with us or technical procedures would be required that would extend the time required to reach a decision

How the CRU Can Help

If you are still not satisfied that your complaint has been dealt with, and have received written notification of the closure of the complaint from Panda, the matter can be referred to the Commission for Regulation of Utilities (CRU) for a final review.

The CRU operates as an independent review body and issues rulings on complaints on a case by case basis.

Your complaint may only be handled by the CRU after it has gone through all the steps of Panda's complaints handling procedure.

The office of the Commission for Regulation of Utilities (CRU) can be contacted using the following ways:

- Phone: 1890 404 404
- Email: customercare@cru.ie
- Address: Customer Care Team, Commission for regulations, PO Box 11934, Dublin 24
- Website: www.cru.ie

If the CRU resolves the issue and makes a direction, you will receive compensation within 14 days or within one billing period where compensation or redress is in the form of credit to the customer's account. If you have moved away from Panda, we can provide an alternative method of issuing your credit i.e. bank transfer.

Further Information

Data Protection

Panda take GDPR and customer data very seriously. For more information about our GDPR practices, please visit the Panda privacy statement at www.panda.ie.

Contact Details

Please see our details below:

- Phone: 01 829 8992
- Email: CustomerCare.Energy@Panda.ie
- Address: Head Office, Ballymount Road Upper, Ballymount, Dublin 24
- Website: www.panda.ie

Please note that to maintain the highest level of service we may monitor and record calls