

# ELEXON

## ELEXON'S COMPLAINTS HANDLING POLICY

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Public

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### Objective of the policy

Elxon seeks to maintain and enhance its reputation of providing our customers and stakeholders with a high quality service. We value complaints as they help us to improve our customer service.

We are committed to being responsive to the needs and concerns of our customers by resolving their complaint as quickly as possible.

This policy has been designed to provide guidance to our customers on how Elxon receives and manages complaints. We are committed to being consistent, fair and impartial when handling any complaint.

The objective of this policy is to ensure:

- Customers are aware of our complaint process;
- Customers understand our complaints process;
- Complaints are investigated impartially with a balanced view of all information; and
- Complaints are considered on merit taking into account circumstances and needs.

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### What is a complaint?

In this policy a complaint means an expression of dissatisfaction by a customer relating to service provided by us.

If you do not think that we have met the standards published in our Customer Charter, please follow the complaints process below.

Please note that a complaint is not related to the BSC Trading Dispute process. A Trading Dispute can arise when errors in the data, processes and/or rules used for the purposes of Settlement affect Trading Charges paid to or from Parties. Any BSC Party can raise a Trading Dispute and more information on how to do so can be found on the [Trading Disputes and Decisions](#) area of our website.

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### How to make a complaint

The information below explains how to tell Elxon if you have a complaint about how we've done something or if you think we've got something wrong. It also explains how we will deal with your complaint.

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#### When to tell us about your complaint

If you are not satisfied with the way we're doing something or you think we've got something wrong, please tell us as soon as possible so we can try to put things right. Your feedback will help us improve our service for others.

Complaints may be made about the standard of service we have provided, how we have performed, how we operate or the way in which we have reached a decision. We aim to resolve complaints promptly and may contact you to ask for more information to ensure we are directing your complaint to the correct area of the business.

We aim to resolve all complaints first time. However, if you're not satisfied with our response, you can ask for a review by an Executive Team member.

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#### What you need to tell us

Please give us as much information as you can to help us understand and to investigate your complaint. Please outline:

- If you have used the BSC Service Desk, please provide the Incident number you were provided with;
- Formally submit a complaint setting out what you think is wrong and its impact;

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- When it happened;
- Who you dealt with;
- How you would like us to resolve the matter; and
- How you would like us to contact you – email, telephone or postal address.

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### What we will do

We will try to resolve any complaint quickly and explain what we have done and why. Here's what to expect when you make a complaint to us and the timelines involved.

Timeline	What will happen
Within 1 Working Day	We will acknowledge your complaint
Within 5 Working Days	We will investigate and contact you with our response. If it is not possible to get back to you within this timeframe, we will update you on progress within the 5 Working Day period.
Unhappy with the response	If you think our response is unsatisfactory, please let us know by email or letter by contacting us at the address below.
Taking it further	Our Executive Team care about your issue. If you are unhappy with the response, you can email them directly ( <a href="https://www.elexon.com/about-elexon/executives/">https://www.elexon.com/about-elexon/executives/</a> ). They will do everything they can to put things right. However, if you're still not satisfied we can refer this to the CEO for a further review.

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### How to contact us

You can contact us by:

- Emailing us at Voice of Customer ([voiceofcustomer@elexon.co.uk](mailto:voiceofcustomer@elexon.co.uk));
- Phoning us on 020 7380 4100; or
- Writing to us at Elexon Limited, 4th Floor, 350 Euston Road, London, NW1 3AW.