

# **npower Business Solutions Demand Side Response (DSR) Complaints Process**

We'd like you to be happy with our DSR service. However, we know that sometimes things can go wrong. If you have a DSR-related complaint, we'll do everything we can to resolve it with you as quickly as possible.

## **1. Inform us of the problem**

Please give us a chance to put things right by completing the following form and sending it to our dedicated DSR Complaints team, ([DSRcomplaints@npower.com](mailto:DSRcomplaints@npower.com)). The team aim to acknowledge receipt of your complaint within 5 working days, and will provide you with a unique reference number, which you will be required to quote throughout the process.

## **2. We'll open a case and assign a dedicated case handler**

Your dedicated case handler will investigate your DSR-related complaint in detail, and they'll work with you to resolve your problem as quickly as possible. We aim to provide you with a resolution within 40 working days; updating you on progress throughout.

## **3. The right to escalate**

We'd like to think that you will be satisfied with our complaint resolution. However, if you remain unsatisfied, or if your DSR-related complaint still remains outstanding after 40 working days, your complaint may be escalated to the Optimisation Desk Manager, who will review the actions we've taken and any written correspondence between us. They will also review the manner in which we have handled your complaint. Following their investigation, if we still can't find a way forward, your complaint will be escalated to the Head of Flexibility Services. Following this internal escalation process, the hope is that we can come to an resolution agreeable to both parties.

*If you have any further queries regarding this process, please contact your E+ Sales representative or Client Lead.*

**npower Business Solutions Demand Side Response (DSR) Complaints  
Form**

<b>1. Customer name</b>	
<b>2. Customer contact details (name, email address and phone number)</b>	
<b>3. Sector your business operates in</b>	
<b>4. Type of DSR service the complaint relates to, and site(s) at which we conduct this DSR service</b>	
<b>5. Detailed description of complaint</b>	
<b>6. What outcome would you like to see in order to feel that your complaint has been adequately resolved?</b>	
<b>7. Any other information you would like to provide us with, in order to effectively process this complaint</b>	