

Inveralmond House
200 Dunkeld Road
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PH1 3AQ

1st December 2009

Dear Mrs Geitona,

Thank you for the opportunity to respond to the consultation on Customer Complaint Handling, Reporting and Classification.

SSE welcomes the Draft Advice on complaint handling and believes that it is important to harmonise complaint handling procedures across Europe, as far as possible. The UK has established a framework for handling and reporting complaints and continues to review and update this framework as appropriate. This includes third party bodies such as the Energy Ombudsman Service and Consumer Direct which are both effective in providing advice and resolving escalated complaints from customers.

As such, we support all of ERGEG's recommendations published in this draft advice consultation. Additionally, we believe that there is a benefit to classifying escalated complaints in the manner suggested in the document.

If you require any further information or would like to discuss, please do not hesitate in contacting me.

Yours sincerely,

Samantha Ridsdale
European Affairs