

Gas Distribution Licence GDL 8 – 2013 Post Audit Implementation Plan

Compliance Manual Reference	Action	By Whom	When
251	AGA to develop training material based on the current complaints handling process and roll out to new and existing call centre staff.	Network Control Manager	31 Mar 2014
254	AGA to update its complaints handling procedure to formalise the process for notifying customers of their right to have the complaint considered by a senior employee, where it is not resolved to the customer's satisfaction.	Network Control Manager	31 Jan 2014
255	AGA will update its complaint handling procedure to ensure that upon final resolution, if the complaint has not been settled to customer's satisfaction, the customer is informed that the complaint can be raised with Ombudsman. This information will be communicated either through use of a template advising customers of their right to raise the complaint with the Energy Ombudsman, or verbal notification during a call which is then noted on our system.	Customer Relations Coordinator	31 Jan 2014
271	<ol style="list-style-type: none"> AGA to update its complaint handling procedure to record details of complaints resolved on first contact, and provide training to the affected employees. AGA to implement the IT system required to support (1). 	Network Control Manager	31 Dec 2014

