



Gas MaP Project

MPD42 – Management of Supplier Complaints

Version 6.0

Approved

10th January 2019

Market Process Definitions

Table of Contents

Table of Contents	ii
Revision History	ii
1. Introduction	3
1.1 Scope	3
1.2 History of Changes.....	3
2 Market Process Map	4
3 Market Process Description.....	5
4 Supplementary Information.....	8
4.1 Key Notes.....	8

Revision History			
Version	Date	Revision Description	Owner
1.0	15/01/2018	First Draft	TBC
2.0	08/02/2018	Updated to reflect supplier feedback	TBC
3.0	12/03/2018	Updated to reflect supplier feedback	TBC
4.0	11/04/2018	Updated to reflect supplier feedback	TBC
5.0	24/04/2018	DRAFT issued to CRU for approval	TBC
6.0	10/01/2019	Base-lined on the basis of CRU Approval 05/06/2018	Tim O'Brien – Shipper Services

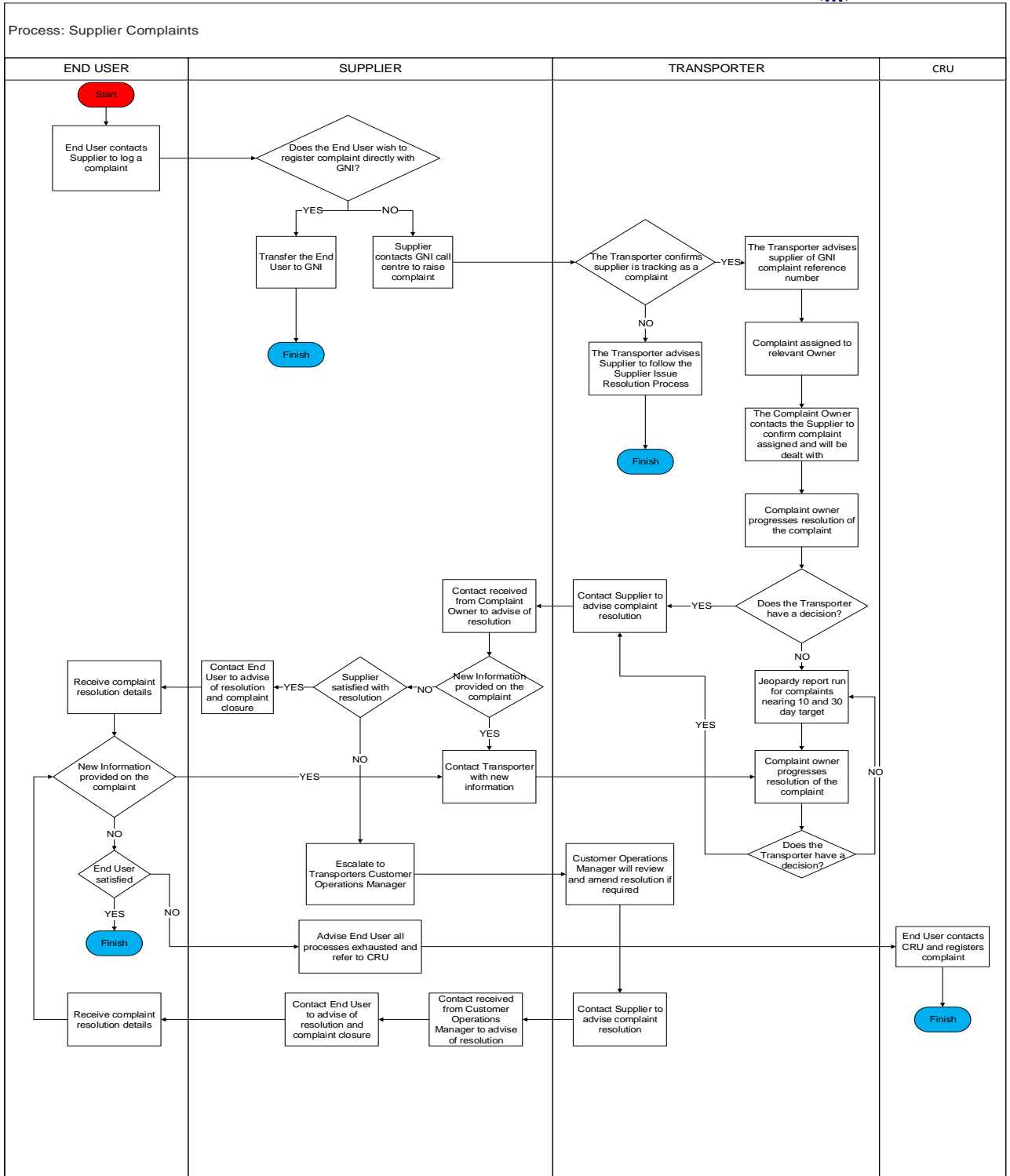
1. Introduction

1.1 Scope

This document covers the management of supplier complaints. It includes the receipt and processing of complaints from suppliers that relate to a gas customer. This process may only be used for complaints that a supplier is tracking as a complaint from a gas customer. “Warm Transfer” to GNI from suppliers are outside the scope of this process.

1.2 History of Changes	
Source of Changes	Description of Change
New Process	Development of new MPD for Supplier Complaints

2 Market Process Map



Market Process Definitions

3 Market Process Description			
Step	Role	Actions	Interfaces
1	End User	The End User contacts their Supplier to register a complaint.	E-Mail / Telephone to Supplier
2	Supplier	The Supplier logs the End User's complaint on their system.	
3	Supplier	<p>The Shipper contacts the Transporter call centre to register the complaint.</p> <p>The key data elements required will include:</p> <ul style="list-style-type: none"> ⇒ GPRN (M) ⇒ Customer Contact Details (M) ⇒ Supplier Complaint Reference Number (O) ⇒ Complaint Details (M) ⇒ Supplier Contact Name (M) <p>The mandatory fields are indicated by (M) and optional fields are indicated by (O).</p>	Dedicated E-Mail address / Telephone to Transporter
4	Transporter	The Contact Call Centre Agent (CSR) receives the complaint from the Supplier and logs the complaint on the Transporter system.	E-Mail / Telephone to Supplier

Market Process Definitions

		<p>The Call Centre Agent provides the Supplier with a Transporter Complaint Reference Number.</p> <p>If the complaint is provided to the Transporter by e-mail, the Transporter will respond to the Supplier within 3 business hours.</p>	
5	Transporter	The Transporter assigns the complaint to the relevant Owner to progress a resolution, all details are recorded on the Transporter System.	
6	Transporter	<p>The Complaint Owner will contact the Supplier to confirm complaint has been assigned within two business days of complaint assignment.</p> <p>The Transporter will advise of the Complaint Type (10-day or 30-day) and the expected resolution timeframe.</p>	E-Mail / Telephone to Supplier
7	Transporter	The Transporter performs the necessary actions to resolve the Complaint. The Complaint Resolution details are entered on the Transporter System (Maximo).	
8	Transporter	<p>The Transporter advises the Supplier of the complaint resolution.</p> <p>The key data elements required will include:</p>	E-Mail / Telephone to Supplier

Market Process Definitions

		<p>⇒ GPRN (M)</p> <p>⇒ Transporter Complaint Reference Number (M)</p> <p>⇒ Resolution (M)</p> <p>The mandatory fields are indicated by (M).</p>	
9	Supplier	<p>The Supplier receives the complaint resolution details from the Transporter.</p> <p>If the Supplier provides new information to the Transporter, the complaint will be re-examined.</p>	E-Mail / Telephone from Transporter
10	End User	<p>The End User receives the Complaint Resolution details from the Supplier.</p>	E-Mail / Telephone from Supplier
11	Supplier	<p>The End User will be advised to contact the CRU if the resolution provided is not to their satisfaction.</p>	E-Mail / Telephone from Supplier

4 Supplementary Information

4.1 Key Notes

- ⇒ An End User can call the Transporter directly to register a complaint which will be managed by the Transporter independent of this process.
- ⇒ The Supplier may only raise a complaint via the Transporter Contact Centre.
- ⇒ The Supplier manages the interface with the End User. In some circumstances the Transporter may contact the End User directly. The Supplier would be similarly informed in these instances.
- ⇒ The Transporter complaint reference number will be used in all correspondence with the Supplier.
- ⇒ Suppliers can transfer (warm transfer) a complaint/issue/query to the Transporter from a customer and it will be dealt with outside of this process.
- ⇒ Complaint Resolution – having reviewed the details of the complaint, the Transporter will arrive at a decision (which will be communicated to the Supplier and, in turn, the End User) once all processes have been exhausted.
- ⇒ If the Supplier is not satisfied with the resolution, they may escalate to the Transporters Customer Operations Manager.
- ⇒ If new information is provided to the Transporter, the complaint will be re-examined.
- ⇒ If the Supplier or the End User is not satisfied with the resolution
- ⇒ If the complaint is not resolved to the satisfaction of the End User, the supplier will advise them to contact the CRU.