

Policy Area	Technical		
Title of Policy	POLICY ON CUSTOMER COMPLAINT HANDLING		
Reference No.			
Version	1.0		
Policy Owners	All Staff of BEDC		
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Effective Date			
Approve By	<i>Role</i>	<i>Name</i>	<i>Signature/Date</i>
	MD/CEO	Dr. Henry Ajagbawa	
	Board of Directors		

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A. INTRODUCTION

Customer relationship management is a key element of business growth and sustainability. Overtime, BEDC customer care unit have maintained the use of a Customer Relationship Management Module for the management of customers complaints. To deliver sterling customer service experience to our esteemed customers and operate a superlative customer service unit, Executive Management has approved this policy for implementation.

The implementation of this policy aims to support our vision of becoming the No. 1 electricity distribution company in Nigeria as well as reflect our RITE core values.

B. SCOPE

The scope of this policy is customer complaint receipt and handling.

C. POLICY OBJECTIVES

The objectives of this policy are to:

- Ensure effective customer complaint handling
- Improve complaint resolution speed and reduce Turn Around Time (TAT)
- Ensure enhanced customer experience and customer satisfaction
- Ensure improved customer response in payment of bills
- Ensure improved customer's confidence in BEDC
- Ensure improved company image and reputation
- Ensure there is uniformity of service delivery across all BEDC locations

D. RESPONSIBILITY

The Head Customer Care (HCC) is responsible for the implementation of this policy.

E. PROCEDURES

1. Customer complaint management in BEDC involves harnessing, documentation, and management of customer interactions/complaints/enquiries from all customer touch points which includes:

- BEDC 24/7 Call Centre (070022557433)
- Live Chat
- Company Email (info@beninelectric.com, customercare@beninelectric.com)
- BEDC Website (www.beninelectric.com)
- Written letters to BEDC
- Twitter (@officialbedc)
- Facebook (officialbedc)

- Instagram (officialbedc)
2. Customer Complaint Units (CCUs) across BEDC franchise areas. All complaints received from all the customer touch points are logged through the
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 3. Customer Relationship Management (CRM) software by the Customer Care Officer (CCO).
 4. The CRM generates a ticket for the complaint and sends a prompt to the customer acknowledging receipt of complaint.
 5. Customer Care Officer resolves complaint instantly and update the CRM accordingly.
 6. Unresolved complaints are escalated through the CRM to concerned officers for resolution and feedback.
 7. The CCO monitors to ensure resolution within Turn Around Time (TAT). For example, all commercial overbilling cases should be resolved within 15 working days.
 8. Concerned Officer resolves the complaint and update the CCO accordingly.
 9. The CCO confirms resolution and communicates feedback to customer.
 10. Upon resolution and feedback to the customer, the CCO updates the CRM and ticket closes automatically.
 11. Upon closure of ticket, the CRM prompts the customer informing the customer of complaint resolution.
 12. Comprehensive details of complaints logged in the CRM can be accessed from backend by the Head, Customer Care, IT Department and enabled Officers – CCIS, CCOs, DTR Executives< Feeder Managers, Head Customer Care, Regional Heads and all staff members are expected to ensure full compliance and escalate noted violations for Management action