

Policy Area	Customer Care Unit		
Title of Policy	POLICY ON CUSTOMER COMPLAINTS MANAGEMENT		
Reference No.	BEDCPolicyCCU001-2024		
Version	1.1		
Policy Owners	All Staff of BEDC		
No. of Revision	1		
Date of Draft	17 th January 2024		
Effective Date	1 st February 2024		
Approve By	Role	Name	Signature/Date
	MD/CEO	Mr. Deolu Ijose	 30/11/24
	Board of Directors		

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1.0 INTRODUCTION/ PURPOSE

Customer relationship management is a key element of business growth and sustainability. Over time, the BEDC Customer Care Unit (CCU) has maintained the use of a Customer Relationship Management Module for the management of Customer 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.

Efficient handling of customer complaints is an important part of the overall service experience of the client. The Customer Complaints Unit (CCU) is designed to be a central complaint-handling unit where customers call, visit, or write to express their concerns and displeasure with the quality of products and services offered by BEDC.

The key objective of the CCU is to log, assign, and track customer complaints through resolution to ensure accountability and transparency. The aim is to proactively and reactively provide efficient handling of complaints towards ensuring the customer's experience meets and possibly exceeds his expectations.

2.0 OBJECTIVES

2.1 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
- Meet NERC compliance requirements on complaints resolution;
- properly define stakeholders' roles in resolving customer complaints; and
- clearly define the procedures, expectations, and timelines of each stakeholder.

3.0 SCOPE

The scope of this policy is Customer Complaint receipt and handling. This involves all stakeholders who have a part to play in the end-to-end handling and resolution of customer complaints thereby offering optimum Customer Service.

4.0 POLICY

This policy contains the following:

- The Objectives of the Customer Care Unit
- The end-to-end procedure for complaints management
- Consequence management and as well applicable sanctions
- Responsible parties to ensure compliance

5.0 PROCEDURE

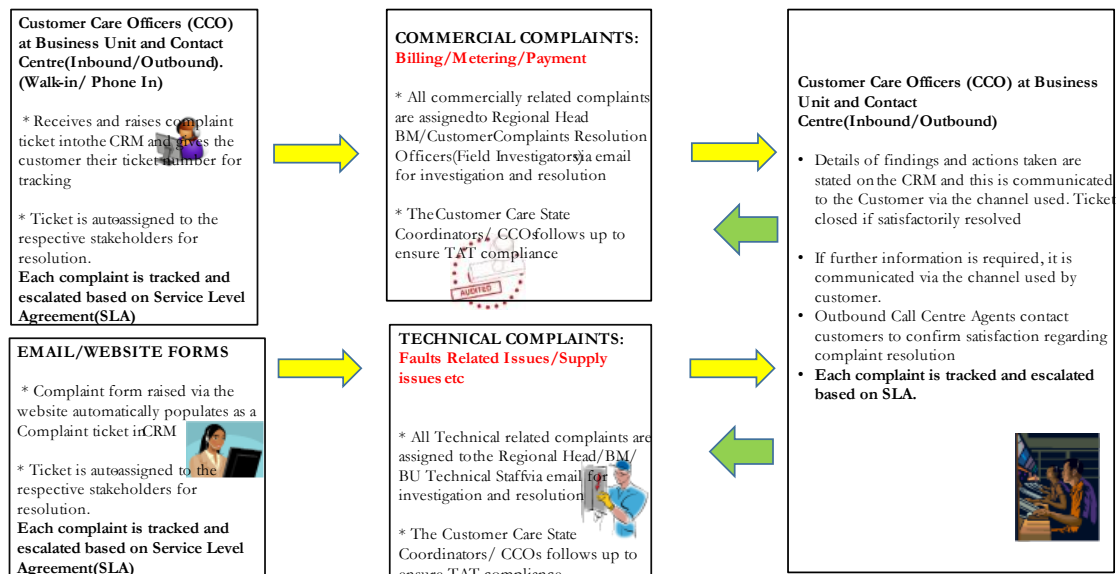
Customer Complaint Units (CCUs) across BEDC franchise areas: All complaints received from the customer touchpoints are logged through the Customer Relationship Management (CRM) software by the Customer Care Officer (CCO). The CRM generates a ticket for the complaint and sends a prompt to the customer acknowledging receipt of the complaint. Customer Complaints Management in BEDC involves harnessing, documentation, and management of customer interactions/complaints/enquiries from all customer touchpoints which includes:

- PHONE IN: 0700 123 6660, 0700 123 5553
- EMAIL: customercomplaints@beninelectric.com
- WALK IN: **Customer Care Office at your local Business Unit at the Regions**
- WEBSITE: www.beninelectric.com
- X (formerly known as Twitter): @beninelectric
- Facebook: @beninelectric
- Instagram: @beninelectric
- Written Letters addressed as follows

**The Managing Director
BEDC Electricity PLC,
5, Akpakpava Street, Benin City, Edo State, Nigeria**

CUSTOMER COMPLAINTS HANDLING PROCEDURE

ALL COMPLAINT CHANNELS



6.0 CONSEQUENCES MANAGEMENT

Applicable sanctions apply once the TAT of resolution of complaints has been exceeded. For the appropriate sanction refer to the BEDC's sanction grid.

7.0 REVIEW

Review of policy is dependent on prevalent trends as the need arises. The HEAD CCU, and CRCM are responsible for review.

7.1 POLICY CHANGES

BEDC reserves the right to change this policy without notice in accordance with prevalent trends

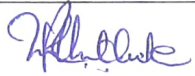
7.2 RESPONSIBLE OFFICER

The HEAD CCU, is responsible for the implementation and review of this policy and any associated guidelines in accordance with the scope outlined above. Enquiries about the interpretation of this policy should be directed to the Customer Care Unit.








COMPLIANCE

CCOs, CCROs BMs, State Customer Service Coordinators Head Customer Care, Regional Heads, and all staff members are expected to ensure full compliance and escalate noted violations for Management act.

INITIATOR(S) RATIFICATION

S/N	Name	Designation	Signature	Date
1	Imoghome Umakhihe	HCCU		10/07/24

PPRC MEMBERS RATIFICATION

S/N	Name	Designation	Position	Signature	Date
1	Akinleye Ogunleye	CCO	Chairman		10/7/24
2	Evwienure Agama	CFO	Member		10/July/2024
3	Collins Igwe	CRCM	Member		10/7/24
4	Gilbert Owoupele	CIA	Member		10/7/24
5	Jonathan Lawani	CTO	Member		10.07.24
6	Opeoluwa Afolabi	Head, TS&CP	Member		10/07/2024
7	Felix Ndidi Nkeki	Head, GIS	Secretary		10/07/2024