



**Department
of Energy &
Climate Change**

Customer Service and Engagement Statement

Department of Energy and Climate Change (DECC)

The Department of Energy and Climate Change provides accurate, timely, user friendly and easily accessible National and Official Statistics. This document sets out the Department of Energy and Climate Change statistics policies and procedures on:

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Customer Service Commitment

The Department of Energy and Climate Change will publish timely, relevant, high quality statistics in line with the Code of Practice for Official and National Statistics. Our commitment to the customers of our statistics is:

- To publish our statistics on the time and date pre-announced;
- To publish all statistics in line with the Code of Practice for Official Statistics and the Department of Energy and Climate Change's statistical policies and procedures;
- To be transparent when we are unable to meet any of these commitments;
- To give open and easy-to-use routes to allow customers to supply us with their views and opinions;
- To respond quickly and accurately to questions and enquiries from our customers;
- To consult with customers on developments and changes to our statistics methodologies; publications or publication processes;
- To respond in a timely manner to any complaints from customers.

Customer Engagement Policy

Our customers can be categorised as being from the following groups:

- Ministers and policy makers within the Department of Energy and Climate Change;
- Policy makers within central Government, Devolved Administrations and Local Authorities;
- Energy and Climate Change organisations;
- International statistical organisations;
- Academia;
- Media;
- the public

Our engagement policy recognises that these customers will have different needs and in the case of internal customers within the Department of Energy and Climate Change is through more direct contact. However, our engagement strategy is set out to ensure that on key developments to our statistics, there are transparent and clear processes allowing for views from both internal and external customers.

Access to our statistics and engagement with our customers is usually through the statistical pages of the Department of Energy and Climate Change section of the GOV.UK website. However, transparency of publication, policies and procedures is not enough and we will recognise the differing needs of different users:

- some users simply require quick and easy access to the latest statistics;
- for some users, their requirement is to be informed of the publication of the latest statistics and developments to them;
- other users wish to be fully consulted on developments in our statistics either in terms of methodology, publication or use;
- finally some users wish to be fully involved in steering the statistical work programme and ensuring their needs are met by the programme of work.

Our customer engagement policy recognises all these different needs and seeks to establish ways of engaging users which recognises all their different needs.

The main forum for providing information to customers will continue to be the Department of Energy and Climate Change section of the GOV.UK website. Users can be made aware of updates by subscribing to an e-mail update alert service at:

<https://public.govdelivery.com/accounts/UKDECC/subscriber/new>.

The main method for users to contact the Department of Energy and Climate Change is by e-mail to energy.stats@decc.gsi.gov.uk for energy statistics and climatechange.statistics@decc.gsi.gov.uk for climate change statistics.

Contact telephone numbers for specific releases are provided on each statistical release, on the Department of Energy and Climate Change section of the GOV.UK website and in accompanying statistical press releases.

Access to statistics in routine publications

Routinely produced statistics are available free of charge on the Department of Energy and Climate Change section of the GOV.UK website at:

www.gov.uk/government/organisations/department-of-energy-climate-change/about/statistics. In accordance with the code of practice we will announce the month of release of these statistics at least 12 months in advance and the exact date at least 4 weeks in advance. All published statistics are published at 9.30am on the scheduled day unless otherwise announced.

Our Statistics will be published in a timely manner and in line with:

- The Department of Energy and Climate Change statement of Compliance on Pre-Release Access;
- The Department of Energy and Climate Change Statement on Quality Strategy Principles and Processes;
- The Department of Energy and Climate Change Statistical Revisions Policy.

These are all available at:

www.gov.uk/government/collections/decc-statistics-governance

Publications will primarily be made available in two main formats:

- Adobe Acrobat (pdf file)
- Microsoft Excel spreadsheet

Our publications will comply with the GOV.UK website aims on accessibility, i.e. to be as accessible and usable as possible for every user, as stated at:

www.gov.uk/help/accessibility

If you require a document in an alternative format such as audio, braille or large print, then please contact us. A charge may apply for formats not routinely used; individuals will be made aware of any charges and asked to confirm their willingness to pay prior to commencement of the work.

Access to information not in scheduled publications

All statistical publications will contain contact e-mail addresses and contact telephone numbers. Media enquiries regarding the contents of a specific release should be directed to the Department of Energy and Climate Change Press Office.

All other users should use the contact e-mail addresses and contact telephone numbers included within the statistical release or contact details provided on the accompanying statistical press release.

When users require statistics not contained in existing Department of Energy and Climate Change statistical publications they should contact the Department of Energy and Climate Change and we will advise. Requests can also be made under the Freedom of Information (FoI) Act. Our service in this will be fully compliant with the FoI Act, and where information cannot be disclosed, then individuals will be advised of this fact in accordance with the FoI Act.

All such enquiries should be addressed by e-mail to either:

- energy.stats@decc.gsi.gov.uk for energy statistics, and
- climatechange.statistics@decc.gsi.gov.uk for climate change statistics

or to the Department's Freedom of Information team at foi@decc.gsi.gov.uk. Alternatively you may write to the Information Rights Unit, 5th Floor, Victoria 3, 1 Victoria Street, London SW1H OET.

Information on and developments to statistics

The primary vehicle will remain the statistical pages of the Department of Energy and Climate Change section of the GOV.UK website. However, users can also be kept up-to-date and notified of developments to our statistics by joining our e-mail update alert service, which will give regular information on the latest statistics.

If you sign up to receive e-mail alerts, we will use your information only to provide the service you have requested. We may occasionally contact e-mail alert subscribers to help

us evaluate and improve the service we offer. If you inform us you wish to cancel alerts, we will remove you from our mailing list and your details will be deleted from our records.

Information on consultations, updates to the publication schedule, and changes to our policies and procedures will be publicised on the relevant page of the Department of Energy and Climate Change section of the GOV.UK website.

Consultation on statistical developments

The Department of Energy and Climate Change consults on all major developments to our statistics. These consultations will be published at:

www.gov.uk/government/publications?departments%5B%5D=department-of-energy-climate-change&publication_filter_option=consultations

The decision to consult with users is solely on the authority of the Department of Energy and Climate Change's Head of Profession for Statistics. The Department of Energy and Climate Change will undertake consultations when:

- we wish to make significant changes to the content of our publications;
- we wish to make significant changes to the method of publication;
- we wish to make major methodological changes to the production of our statistics;
- we wish to make significant changes to how we publish our statistics (for example merging of several-related publications into a single publication on one day).

Users who subscribe to our e-mail update alert service will also receive notification of consultations.

Responding to consultations

The Department of Energy and Climate Change will respond to every consultation providing a summary of all responses; the way forward which will be taken and the rationale for the decisions on the way forward.

The Department of Energy and Climate Change response to all consultations on statistics will be published on the statistics pages of the Department of Energy and Climate Change section of the GOV.UK website. Users who have subscribed to the e-mail update alert service will receive notification of responses.

Complaints

If for any reason you feel that the service you receive from the Department of Energy and Climate Change has fallen below the standards you expect; or has not lived up to the statements made in our policies and procedures, then please contact us so we can investigate. Complaints should be addressed initially to the Head of Profession for Statistics at the Department of Energy and Climate Change.

Where the nature of the complaint relates to information provided under the Freedom of Information Act, the Department of Energy and Climate Change will review and respond in line with the internal review process set out under the Freedom of Information Act.

If however, your complaint relates to any other aspect of service, then the Head of Profession for Statistics will send confirmation of the receipt of your complaint within five working days and aim to provide a full response within twenty working days. If you are still not satisfied, and the issue relates to the Code of Practice for Official Statistics, then you can refer your complaint to the UK Statistics Authority

If it is not possible to provide a full response within these time periods you will be advised accordingly. On receipt of a complaint we will:-

- Regard it seriously;
- Treat it in confidence;
- It will be dealt with independently and without favour;
- Resolved promptly;

Complaints can be made either in writing or by e-mail. Please provide as much relevant information as possible to ensure that it is dealt with promptly and accurately. Complaints should be addressed to;

Andrew Ray
Head of Profession for Statistics
Department of Energy and Climate Change
Ground Floor
Kings Buildings
16 Smith Square
London SW1P 3HQ

e-mail: andrew.ray@decc.gsi.gov.uk

or

UK Statistics Authority
1 Drummond Gate
London SW1V 2QQ

e-mail: authority.enquiries@statistics.gsi.gov.uk

Reporting of progress and of complaints

The Head of Profession for Statistics is required to submit reports to the National Statistician on many issues, including engagement with customers, complaints and progress in implementing UK Statistics Authority Recommendations.

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