



Northern Ireland Domestic, Industrial and Commercial Customers

Code of Practice on Complaints Handling Procedure

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Complaints handling procedure

This Code of Practice outlines the complaint handling procedures of Electric Ireland.

This Code applies to our Northern Ireland domestic, industrial and commercial customers.

Where a domestic customer is a person who is of pensionable age, disabled or chronically sick or has other specific needs or someone representing such a person makes a complaint, we will take additional steps as necessary or appropriate to help resolve the complaint in an appropriate or prompt manner.

This Code covers any aspect of the service provided by Electric Ireland, including energy bills, payment and communications. It does not cover other ESB Group activities or any issue which is the subject of ongoing legal proceedings.

Electric Ireland aims to deliver a high standard of service to all of our customers. This Code of Practice outlines the standards of service you can expect from us if you have a complaint. We will use your complaint as an opportunity to put things right and to take action to ensure that the problem does not recur.

A complaint can be made in the following ways:

- ▶ By phoning our Customer Contact Centre LoCall 0345 600 5335 (Monday to Friday, 8:30am–7.00pm). Note: Calls are charged at LoCall rates (charges for mobiles may vary)
- ▶ By email to nicomplaintfacilitator@electricireland.com
- ▶ By letter to our Customer Complaint Facilitator at the address below:
Electric Ireland, 1st Floor, 1 Cromac Quay, The Gasworks, Belfast, BT7 2JD

Remedies:

Remedies that are available to a person under the complaints handling process include:

- ▶ An apology
- ▶ An explanation
- ▶ The taking of appropriate remedial action by the supplier
- ▶ The award of compensation in appropriate circumstances.

We have established a complaints procedure which:

- ▶ Is easy to use
- ▶ Deals fairly and effectively with a complaint
- ▶ Allows you to escalate your complaint to an independent body if you are not satisfied with our response
- ▶ All complaints will be taken seriously and investigated in confidence
- ▶ We welcome complaints over the phone and are confident that most can be resolved quickly. In some cases – where for legal reasons we require that you make the complaint in writing – we will explain the reason to you.

- ▶ Regardless of how you contact us, it is our aim to resolve the complaint within 5 working days. We will advise you of the name of the staff member handling your complaint.
- ▶ If you are still not satisfied, you may request that the matter be escalated internally to a manager within Electric Ireland. Doing so will initiate a review and you will be contacted within 5 days by the relevant Electric Ireland manager to discuss your complaint and to try to reach a satisfactory conclusion.
- ▶ You are entitled to have any complaints resolved quickly and efficiently and, to this end, this Code of Practice on Complaints Handling details exactly how we will do this. It is our aim to resolve a complaint within 5 working days. However, if further investigations are required, we will get back to you with a substantive response within 10 working days. And, if we fail to meet this commitment, we will pay you £35.
- ▶ If having discussed the matter with the relevant Electric Ireland manager and/or received a formal response, you feel that your complaint has still not been satisfactorily resolved, you may refer the matter to the Consumer Council for independent adjudication or proceed to court – see contact details below:

The Consumer Council
 Floor 3, Seatem House, 28-32 Alfred Street,
 BELFAST BT2 8EN

Complaints line: 0800 121 6022
 Fax: 028 9025 1663
 Email: contact@consumercouncil.org.uk
 Web: www.consumercouncil.org.uk

If we fail to meet any of the commitments outlined in this Code, then you will be entitled to compensation under the terms of our Customer Charter.

You are entitled to have any complaints resolved quickly and efficiently. It is our aim to resolve a complaint within 5 working days. However, if further investigations are required, we will get back to you with a substantive response within 10 working days. And, if we fail to meet this commitment, we will pay you £35.

Copies of our Customer Charter and other Codes can be obtained free of charge in the following ways:

By phone: LoCall 0345 600 5335 (Monday to Friday, 8.30am–7.00pm)

By post: Electric Ireland, 1st Floor, 1 Cromac Quay
 The Gasworks, Belfast, BT7 2JD, Northern Ireland

By email: customerservice@electricireland.com

Online: www.electricireland.com

This code is compliant with the minimum standards as set out by the Utility Regulator.
Approved January 2017.