



# Our Code of Practice

on Complaints Handling Procedure





## Foreward

We would like to take this opportunity to present our Electricity Code of Practice on Complaints Handling Procedure.

At SSE Airtricity we are committed to meeting the needs of our customers and our Codes of Practice informs our customers on the range of support services available.

We invite you to read on and find out more about the services we offer.

The code is compliant with the minimum standards as set out by the Utility Regulator.

These Codes of Practice are here to make sure our product and services meet the needs of our customers.

October 2017

**If you are unhappy with any aspect of our customer service we promise to deal with your complaint efficiently and effectively and within agreed timescales**

**We value customer feedback and promise to regularly review our procedures**



## **Code of Practice on Complaints Handling Procedure**

First class customer service is vital to us. However, sometimes we make mistakes. If we fail to offer excellent customer service, we will try to fix the problem and make sure it does not happen again.

### **How to complain**

The quickest way to get a resolution if you have a complaint is to contact us on 0345 601 9093 or email us at [complaints@sseairtricity.com](mailto:complaints@sseairtricity.com)

We will always aim to resolve your complaint as quickly and effectively as possible, usually the same day. If we are unable to resolve your complaint there and then we will give you a timeline for resolution and will contact you regularly to keep you informed of the progress. At a maximum we will aim to fully resolve your complaint within 3 months.

If you are not happy with the response you receive, you can escalate your complaint to a Supervisor who will review your complaint with you. If we have still not resolved your issue or you are unhappy with the outcome, you may request for your issue to be escalated further to a Team Manager. Should your issue remain unresolved, your complaint can be referred to a Senior Manager by emailing [complaints@sseairtricity.com](mailto:complaints@sseairtricity.com) or via letter to

Customer Service SSE Airtricity Supply NI Ltd,  
3rd Floor Millennium House  
19-25 Great Victoria Street  
Belfast  
Northern Ireland  
BT2 7AQ

## Standards of service

### Telephone complaint

We will answer your call quickly, log your complaint and try to resolve it immediately. However, if we cannot solve the problem on the same day, we will make sure we respond within 5 working days. Where a full response is not possible within 5 working days, we will contact you to advise of this, the reason, and when you will receive a full response. At a maximum we will aim to fully resolve your complaint within 3 months. Calls will be charged at local rates from any landline in Northern Ireland, calls made from mobile phones will cost more.

### Written / Email complaint

If you write a complaint to us through email or letter, we will endeavour to acknowledge a receipt of your complaint within 5 working days. We aim to resolve all complaints as early as possible. We may respond by telephone, unless you request a written response.

Where a full response is not possible within 5 working days, we will contact you to advise of this, the reason, and when you will receive a full response. At a maximum we will aim to fully resolve your complaint within 3 months.

## Our complaints procedure

- All complaints are logged and noted on your customer account.
- We handle your complaint in confidence. Your details remain private.
- We pass your complaint to the relevant department to deal with.
- You will receive a response within 5 working days.
- Depending on the complaint, we may reply either by phone or in writing.
- We will aim to fully resolve your complaint within 3 months.

## Are you of Pensionable Age, Disabled or Chronically Sick?

If you are of pensionable age, disabled or Chronically Sick, we will endeavour to make it as easy as possible for you to make a complaint. If you wish to make a complaint, you can avail of the following options:

- Phone
- Post
- Email
- Webchat

We will also arrange a customer service agent to contact you by any medium you requested at a time that suits you to ensure that the complaint is resolved in a prompt and appropriate manner.

We make sure that your rights under the Data Protection Act are always observed. If you ask us to change your details, we do it promptly and ensure we keep up to date records.

“When resolving your complaint we may issue an apology, an explanation of what happened and/or take action to fix any issue. If we fail to meet our service commitments to you in our Code of Practice on Complaint Handling, where applicable we will pay you £20 as a sign of our commitment to you, our customer.”

## Taking your complaint further

If you are still unhappy after giving us the opportunity to resolve your complaint, you can contact the Consumer Council for Northern Ireland. This is an independent body with statutory responsibilities to represent the interests of electricity consumers, including taking up complaints relating to electricity. Any customer can utilise this scheme at no cost to themselves. Your right to go to court if you deem the solution unsatisfactory is not affected by this procedure. Contact the CCNI at:

Consumer Council for Northern Ireland  
Floor 3, Seatem House,  
28-32 Alfred Street,  
Belfast,  
County Antrim, BT2 8EN  
Telephone: 0800 121 6022  
Email: [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)  
Website: [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

In certain circumstances where the Consumer Council for Northern Ireland has been unable to resolve your billing complaint you may refer your complaint to the Utility Regulator.

Contact the UR at:

Queens House  
14 Queen Street  
Belfast  
BT1 6ED  
Telephone 028 9031 1575  
[www.uregni.gov.uk](http://www.uregni.gov.uk)

## NIHE tenants

If you are a Northern Ireland Housing Executive (NIHE) tenant with a complaint about a contractor working on behalf of NIHE, you should contact your local NIHE Housing Office. NIHE general contact details are outlined in the useful contacts section below.

A copy of our Codes of Practice document is available free of charge and can be downloaded from our website or requested by using the contact details at the end of this document.

## Other formats of this guide

If you require Braille, large print or audio format, please contact us on 0345 601 9093.

## **Age NI (formerly Age Concern & Help the Aged)**

3 Lower Crescent  
Belfast  
BT7 1NR

Advice Line 0808 808 7575  
[www.ageuk.org.uk/northern-ireland](http://www.ageuk.org.uk/northern-ireland)

Age NI is charity combining Age Concern NI and Help the Aged in Northern Ireland. Age NI provides advice and advocacy and delivers care services with the aim of improving the quality of later life for everyone.

## **The Carbon Trust Loan Scheme**

Unit 3, The Innovation Centre  
Northern Ireland Science Park  
Queen's Road  
Belfast  
BT3 9DT  
Northern Ireland

Telephone 028 9073 4394  
[www.carbontrust.co.uk](http://www.carbontrust.co.uk)

Carbon Trust is a not-for-profit company providing specialist support to help business and the public sector boost business returns by cutting carbon emissions, saving energy and commercialising low carbon technologies.

## **Citizens Advice Bureau**

Citizens Advice Regional Office  
46 Donegall Pass  
Belfast  
BT7 1BS

Telephone 028 9023 1120  
[www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)

Citizens Advice is the largest advice charity in Northern Ireland, working against poverty and provides a free of charge information and advice service to the general public.



## **The Consumer Council for Northern Ireland**

Floor 3, Seatem House  
28-32 Alfred Street  
Belfast  
County Antrim  
BT2 8EN

Telephone 0800 121 6022  
[www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

The Consumer Council is an independent consumer organisation which represents transport, water and energy consumers. The Consumer Council's aim is to give consumers a voice by running information and education campaigns, undertaking research and producing publications.

## **Disability Action**

Portside Business Park  
189 Airport Road West  
Belfast  
BT3 9ED

Telephone 028 9029 7880  
Textphone 028 9029 7882  
[www.disabilityaction.org](http://www.disabilityaction.org)

Disability Action works to ensure that people with disabilities attain their full rights as citizens, by supporting inclusion, influencing Government policy and changing attitudes in partnership with disabled people.

## **Bryson Energy**

Freephone 0800 1422 865  
Email [advice@brysonenergy.org](mailto:advice@brysonenergy.org)  
[www.brysonenergy.org](http://www.brysonenergy.org)

Bryson Energy offers free comprehensive advice and support on how to save energy in the home.

## **Northern Ireland Housing Executive**

The Housing Centre  
2 Adelaide Street  
Belfast  
BT2 8PB

General Enquiries 0344 892 0900

[www.nihe.gov.uk](http://www.nihe.gov.uk)

Northern Ireland Housing Executive is Northern Ireland's strategic housing authority, offering a range of services to people living in socially rented, privately rented and owner occupied accommodation.

## **Utility Regulator**

Queens House  
14 Queen Street  
Belfast  
BT1 6ED

Telephone 028 9031 1575

[www.uregni.gov.uk](http://www.uregni.gov.uk)

The Utility Regulator is an independent non-ministerial government department set up to ensure the effective regulation of the electricity, gas and water and sewerage industries in Northern Ireland.



