



SSE Airtricity
Code of Practice
on Complaint Handling Procedure

Smell Gas? Call **0800 002 001**

This Code of Practice outlines the standards of service you can expect from us if you have a complaint.

This Code of Practice is compliant with the minimum standards as set out by the Utility Regulator.

January 2020





At SSE Airtricity we're committed to offering the very best in customer service. We aim to get it right first time, every time. However, we recognise sometimes things do go wrong. If this happens we'll always deal with you openly and fairly to put things right.

Definition of a Complaint

For the purposes of this Code of Practice a complaint is:

"The expression (through various possible channels: letter, email, phone call or physical claim) of a person's dissatisfaction."

Making a Complaint

You can make a complaint free of charge. The quickest way to get a resolution if you have a complaint is to get in touch with our Customer Service Team by:



Phone: **0345 900 5253**

Monday to Thursday 8.30am to 7pm and Friday 8.30am to 4.30pm
(calls charged at local rate)



Email: **info@airtricitygasni.com**



Website: **airtricitygasni.com**



Post: SSE Airtricity Gas Supply (NI) Limited,
25 Great Victoria Street, Belfast, BT2 7AQ.

Please provide us with as much information as possible when making your complaint. We want to fully understand what's gone wrong. This is to make sure we get the right person handling your complaint, so they can investigate and resolve it as soon as possible. Please include your customer reference number, a summary of your complaint and a preferred contact number, or other preferred method of contact and a convenient time to contact you.

If you are of pensionable age, disabled or chronically sick or if you have individual needs and require additional assistance to help you make a complaint, or if you are making a complaint on such person's behalf, please let us know so we can take appropriate steps to resolve your complaint promptly.

What we'll do

1. We'll record your complaint and do everything we can to resolve it as quickly and effectively as possible, usually within the same day.
2. If we aren't able to resolve your complaint there and then, we will acknowledge your complaint via phone, email or by post within 5 working days from the date the complaint was received.
3. We'll aim to respond to your complaint as quickly as possible, but this may take up to 10 working days from the date the complaint was received.
4. For more complex complaints where we're unable to respond to your complaint within 10 working days because we need to visit your premises or make enquiries of a third party, we'll provide an initial written response to let you know why within 10 working days from the date the complaint was received. This will include the name, telephone number and address of an employee you can contact regarding your complaint. Where we've provided an initial written response, we will aim to respond to your complaint within 20 working days from the date the complaint was received.
5. If your complaint takes longer to resolve, we'll contact you regularly to keep you informed of our progress but will not exceed 3 months. If you need an update on what's happening, or to give us more information about an existing complaint, you can get in touch with our Customer Service Team.
6. When resolving your complaint, we may issue an apology, an explanation of what happened, take appropriate remedial action or award reimbursement and/or compensation in appropriate circumstances.
7. Our aim is that our response will resolve your complaint however if you are not satisfied with our response, you can ask for your complaint to be reviewed by our Customer Service Manager, who will review your complaint with you and provide a final response.

Guaranteed Standards of Service

Our Notice of Rights outline the individual standards of service you can expect from us in relation to Complaints Handling. If we fail to meet our Guaranteed Standards of Service in relation to Complaints Handling, we'll pay you £25 in accordance with our Notice of Rights. A copy of our Notice of Rights is available on our website at airtricitygasni.com or can be provided free of charge upon request.

Taking your complaint further

If you're still unhappy after giving us the opportunity to resolve your complaint, you can contact the Consumer Council free of charge. Where the Consumer Council has been unable to resolve your complaint to your satisfaction, you have the right to refer billing complaints to the Utility Regulator. This does not affect your statutory right to go to court if you deem the solution unsatisfactory. We would hope you could give us an opportunity to resolve your complaint before contacting the Consumer Council.

The Consumer Council can be contacted by:



Phone: **0800 121 6022**



Email: **contact@consumercouncil.org.uk**



Website: **consumercouncil.org.uk**



Post: The Consumer Council, Floor 3, Seatem House,
28-32 Alfred Street, Belfast, BT2 8EN.

The Utility Regulator can be contacted by:



Phone: **028 9031 1575**



Email: **info@uregni.gov.uk**



Website: **uregni.gov.uk**



Post: Utility Regulator, Queens House, 14 Queen Street,
Belfast, BT1 6ED.

Alternative Formats

A copy of this Code of Practice is available on our website at airtricitygasni.com or can be provided free of charge upon request. This Code of Practice is also available in alternative formats including Braille, Large Print or Audio Format.