

Respectful Communication Policy



At SSE Airtricity, we aim to provide excellent service to everyone who contacts us. We treat our customers fairly and we'll do all we can to resolve any queries or complaints as quickly as possible. In return, our staff deserve a safe working environment where they're treated with courtesy and respect.

Behaviour we can't accept

We understand that there might be times when you're disappointed with our service. However, we won't tolerate threatening, abusive or violent behaviour towards our staff.

Examples of unacceptable behaviour include, but are not limited to:

- Physical violence, or threats of physical violence
- Harassment or intimidation
- Use of abusive, offensive, obscene, or threatening language (verbal or written)
- Discriminatory comments or behaviour based on a person's race, gender, ethnicity, sexual orientation, disability, age, marital or civil partnership status, religion, faith or belief

Unreasonable or excessive contact

Our customer service teams are here to help you. However, repeated or excessive contact about the same issue may impact our ability to support all customers effectively.

Examples of unreasonable levels of contact include, but are not limited to:

- Repeated or excessive phone calls, including refusal to end conversations
- Excessive emails or letters
- Refusing to accept reasonable explanations or outcomes after they have been clearly communicated
- Repeatedly raising the same issue without providing new or relevant information
- Submitting complaints that are knowingly false or unfounded

How we may respond to unacceptable behaviour

We take abusive, threatening and violent behaviour towards our colleagues very seriously.

In order to protect our staff and allow them to do their job properly, we can:

- Place restrictions on how you can contact us (e.g. limiting contact to specific channels)
- Refuse to engage with abusive or inappropriate communications
- Suspending or, where necessary, terminating services in line with our terms and conditions
- Reporting serious incidents, including threats or acts of violence, to the police

Our Commitment

We remain committed to:

- Treating all customers fairly and with respect
- Listening to and addressing genuine concerns
- Supporting customers in a professional and constructive manner

We ask that you extend the same level of respect to our colleagues.

Complaints Process

Our Code of Practice on Complaint Handling Procedure outlines the standards of service you can expect from us if you have a complaint. Go to [sseairtricitygasni.com](https://www.sseairtricitygasni.com) or contact us to request a copy. The application of this policy does not affect your right to make a complaint or have a complaint investigated under our Complaints Handling Procedure.

If you are still unhappy after giving us the opportunity to resolve your complaint, you can contact the **Consumer Council on 0800 121 6022**, by email at info@consumercouncil.org.uk or in writing to: **The Consumer Council, Floor 3 Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN.**

Any customer can utilise this scheme at no cost to themselves. 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.