

Code of Practice on Complaints Handling Procedure

Got a complaint?

We want to know about it, we're here to help and it's free of charge.

www.powerni.co.uk



At your service

As your electricity supplier, Power NI provides you with a wide range of services. These include billing, payment options, moving house, energy services and products as well as general advice.

We aim to deliver these services to the highest standard and provide a great customer experience, so if we haven't lived up to your expectations we need to know.

Our Promise to you

We promise to investigate your complaint fully and provide you with a resolution in a timely manner. We will:

- ✓ Provide you with an apology
- ✓ Give you a full explanation
- ✓ Take appropriate actions to put things right
- ✓ Arrange compensation in appropriate circumstances

How to make a complaint

So that we can deal with your complaint, please get in touch.

Call us – 03457 455 455 – Monday to Friday 9am to 5pm (Calls charged at local rate)

If you feel that your complaint has not been satisfactorily dealt with, you can ask to have it escalated to a supervisor.

Email us – complaints@powerni.co.uk

Visit us online – www.powerni.co.uk

Write to us – if your preference is to write in or you remain dissatisfied, you can ask for your complaint to be reviewed by our Customer Relations Manager, please write to:-

Customer Relations Manager
Power NI
Po Box 2067
Belfast
BT1 9PP

We take every complaint we receive seriously and work with our customers to resolve them quickly and satisfactorily. We will acknowledge complaints within 5 working days and aim to resolve all complaints within 10 working days.

While we will make every effort to resolve your complaint within 3 months, this may not always be possible. For instance, if the complaint is of a particularly complicated or technical nature, you aren't communicating with us, or there is a third party involved, this may increase the amount of time needed to resolve the complaint.

We will take into consideration individuals needs and take appropriate steps to resolve the complaint promptly. If we fail to meet any of the commitments outlined in this Code of Practice, you may be entitled to compensation.

Seeking independent advice

If we are unable to resolve your complaint to your satisfaction, or if at any time you are unhappy with our response, you can contact the Consumer Council. This is a free and independent body which has the power to resolve customer disputes. Please note that your rights to proceed with any legal action are not affected should you request a referral to the Consumer Council and remain dissatisfied with the outcome.

The Consumer Council
Floor 3, Seatem House,
28-32 Alfred Street, Belfast, BT2 8EN
Call – 0800 121 6022
Email – contact@consumercouncil.org.uk
Visit – www.consumercouncil.org.uk

Customer Helpline on 03457 455 455

Lines open Monday to Friday 9am-5pm. Calls recorded for quality assurance

www.powerni.co.uk

The codes of practice are available free of charge

Alternative formats and languages may be available on request