



SSE Airtricity Electricity Supply (NI) Limited
Code of Practice
on Complaint Handling Procedure

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

October 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. **This code of practice covers both domestic and non-domestic customers.**

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 to your complaint is to get in touch with our Customer Service Team.

Home Energy



Phone: **0345 601 9093**

Monday to Friday 8am to 8pm (calls charged at local rate)



Email: **complaints@sse.com**



Webchat: **www.sseairtricity.com/uk/home**

Monday to Friday 8am to 8pm,
Weekends and Bank Holidays 10am to 6pm



Post: SSE Airtricity Energy Supply (NI) Limited, 3rd Floor
Millennium House, 25 Great Victoria Street, Belfast, BT2 7AQ

Business Energy



Phone: **0345 266 1787**

Monday to Friday 9am to 5.30pm (calls charged at local rate)



Email: **complaints@sse.com**



Webchat: **www.sseairtricity.com/uk/business**

Monday to Friday 9am to 5.30pm



Post: SSE Airtricity Energy Supply (NI) Limited, 3rd Floor
Millennium House, 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 we can investigate and resolve it as soon as possible.

Please include;

- your account number or MPRN
- a summary of your complaint
- a preferred contact number/method of contact
- and a convenient time to contact you.

If you're of pensionable age, disabled or chronically sick or if you have individual needs and require 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 the right steps to resolve your complaint promptly.

What We'll Do

1

We'll record details of your complaint, such as: the date of the complaint, a summary of it, and do everything we can to resolve it quickly and effectively, usually on the same day. We take note of any advice given to you or action taken, and whether the complaint was resolved, and if so, an explanation of why it is deemed resolved and when, so we can easily track your complaint, if needed.

2

If we aren't able to resolve your complaint there and then, we'll acknowledge your complaint via phone, email or by post within 5 working days from the date the complaint was received. We will aim to provide a substantive response to your complaint as quickly as possible, but this may take up to 10 working days.

3

If your complaint takes longer to resolve, we'll contact you regularly to keep you informed, but it won't exceed 3 months. If you need an update on what's happening, or to give us more information about an existing complaint, just get in touch with our Customer Service Team.

4

When resolving your complaint, we may issue an apology, an explanation of what happened, take the appropriate action or award reimbursement and/or compensation in appropriate circumstances.

5

Our aim is that our response will resolve your complaint first time. However, if you aren't satisfied with our response, you can ask for your complaint to be reviewed by a Customer Service Manager. Your complaint will still be resolved within the timeframe mentioned above.

6

If your complaint remains unresolved, we will take note of when you were advised that you can take your complaint further, to The Consumer Council.

Our Commitment

If we fail to meet our service commitments to you as outlined in this Code of Practice on Complaint Handling Procedure, we'll assess on a case by case basis, and where applicable, we'll pay you £20 as a sign of our commitment to you.

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. The Consumer Council provide free, independent support and advice for all consumers and businesses in Northern Ireland. They also have powers to investigate complaints about energy, water, transport and postal services and undertake research to understand local consumer issues.

The Consumer Council



Phone: **0800 121 6022**



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



Website: **consumercouncil.org.uk**



Freepost/In Person: THE CONSUMER COUNCIL Floor 3,
Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN

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 doesn't affect your statutory right to go to court if you deem the solution unsatisfactory.

The Utility Regulator

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.



Phone: **028 9031 1575**



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



Website: **uregni.gov.uk**



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

Alternative Formats

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