Commercial Complaint Code of Practice

energia



Customer Complaints

At Energia we are committed to delivering excellent customer service to all our customers. However, if you are unhappy with any aspect of our service, please let us know immediately. Our Code of Practice outlines the standards of service you can expect from us if you have a complaint. We commit to dealing fairly and effectively with your complaint and will do everything we can to reach a satisfactory outcome.

How to Make a Complaint

If you are unhappy with any service or contact you have with us, please let us know and we will do our best to rectify things immediately.

- Email: Customer.Service@energia.ie
- Call: 0818 363 744
- Write to: Energia House, 62 Newforge Lane, Belfast BT9 5NF

With your consent, we will accept complaints from a recognised agency or third party acting on your behalf. On request, we can also provide correspondence in Braille or Large Print.



How We Will Handle Your Complaint

Step 1

Contact Us

Our experienced Customer Service team are here to help and keen for you to contact them should you have a complaint. When you contact, we will try to resolve the issue immediately. Resolution of the issue may include an apology or redress where appropriate. The exact detail will depend on the circumstances, but we will always aim to implement an agreed resolution.

Step 2

What if my complaint is not resolved immediately?

If we cannot resolve the matter to your complete satisfaction, we have a robust escalation procedure in place. Your complaint will be logged with a summary of the issues and escalated to a Complaints Champion or Team Leader, who will contact you and try to agree a resolution. If your complaint is in relation to a billing issue, please ensure that payment has been made for any bills that are not in dispute.

Step 3

What happens if I remain unhappy with your response?

If you remain unhappy with our response or the way we have handled your complaint, our Customer Relations Specialist will review the complaint case. This may include your case being reviewed by the Customer Relations Manager or Head of Customer Relations.

Response Timescales

We will aim to respond to your complaint within 10 working days at each stage of the escalation process. If in exceptional circumstances this is not feasible, either due to technical procedures or because you are not engaging with us, we will keep you updated. Our commitment is that we will resolve your complaint within two months or that an agreed plan is in place to rectify the problem.

While we will endeavor to issue a final response within two months, we may be unable to so if you are not engaging with us or when certain technical procedures are required that would extend the time needed to reach a decision. Certain types of complaints may take longer to investigate, particularly when we need to engage with third parties, such as the Network Operators. However, we will keep you informed of our progress.

If we fail to meet our commitment to you on our Customer Complaints Code of practice, you may be entitled to a payment of €30.



Commission for Regulation of Utilities

If you feel that your complaint has not been dealt with to your satisfaction and you have received written notification from us on the closure of your complaint, then the case can be referred to the Commission for Regulation of Utilities (CRU). The CRU will only accept your complaint if you have gone through the full complaints process with Energia as detailed above.

You may contact the CRU in writing or by phone:

CRU
The Grain House, The Exchange,
Belgard Square North, Tallaght,
Dublin 24, D24 PXW0.

Tel: 1800 404 404
Fax: 01 4000 850
Email: customercare@cru.ie
Web: www.cru.ie/home/customer-care/

The CRU will contact us with their decision on your complaint case. Where they have issued a direction for compensation or redress, any payment due will be applied within 14 days typically by bank transfer or account credit.

In certain cases, when an account balance is owed the CRU may request that we reduce the debt owed rather than issue a payment. In these cases, we will credit the agreed amount to the energy account within one billing period.