



Our Code of Practice

on Complaints Handling Procedure



Foreword

We would like to take this opportunity to present our Gas Code of Practice on Complaints Handling Procedure.

At SSE Airtricity Gas NI we are committed to meeting the needs of our customers and our Codes of Practice inform our customers on the range of support services available.

I invite you to read on and find out more about the services we offer.

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

These Codes of Practice are here to make sure our products and services meet the needs of our customers.

Andrew Greer
General Manager

February 2017

If you are unhappy with any aspect of our customer service we promise to deal with your complaint efficiently and effectively and within agreed timescales
We value customer feedback and promise to regularly review our procedures



Code of Practice on Complaints Handling Procedure

First class customer service is vital to us. However, sometimes we make mistakes. If we fail to offer excellent customer service, we will try to fix the problem and make sure it does not happen again.

How to complain

The quickest way to get a resolution if you have a complaint is to contact us on 0345 900 5253 or email us at info@airtricitygasni.com

We aim to resolve your complaint as quickly and effectively as possible, usually the same day. If we are unable to resolve your complaint there and then we will give you a timeline for resolution and will contact you regularly to keep you informed of the progress. We will make sure to at least acknowledge your complaint within 5 working days.

If you are not happy with the response you receive, you can ask to speak to a Customer Service Supervisor who will review your complaint with you.

If you are still not satisfied with our response you can get in touch with our Customer Service Manager by writing to –

Customer Services Manager
 SSE Airtricity Gas (NI) Ltd.
 3rd Floor
 Millennium House
 19-25 Great Victoria Street
 Belfast
 BT2 7AQ

Standards of service

Telephone complaint

We will answer your call quickly, log your complaint and try to resolve it immediately. However, if we cannot solve the problem on the same day, we will make sure to provide you with a prompt response within 5 working days and a substantive response within 10 working days. At a maximum we will aim to fully resolve your complaint within 3 months. Calls will be charged at local rates from any landline in Northern Ireland, calls made from mobile phones will cost more.

Written/Email Complaint

If you write a complaint to us through email or letter, you will receive a first response within 5 working days. We may respond by telephone, unless you request a written response. Where a full response is not possible within 5 working days, we will provide you with a substantive response within 10 working days. At a maximum we will aim to fully resolve your complaint within 3 months.

Our complaints procedure

- All complaints are logged and noted on your customer account.
- We handle your complaint in confidence. Your details remain private.
- We pass your complaint to the relevant department to deal with.
- You will receive a first response within 5 working days and a substantive response within 10 working days.
- Depending on the complaint, we may reply either by phone, email or in writing.
- We will aim to fully resolve your complaint within 3 months.
- If you are not satisfied with our response, you can write to our Customer Service Manager.

Are you of Pensionable Age, Disabled or Chronically Sick?

If you are a person who is of pensionable age, disabled or chronically sick or has other specific needs or if you need someone to represent you making a complaint, we can provide additional assistance to ensure your complaint is resolved in an appropriate or prompt manner.

We make sure that your rights under the Data Protection Act are always observed. If you ask us to change your details, we do it promptly and ensure we keep up to date records. When resolving your complaint we may issue an apology, an explanation of what happened and/or take action to fix any issue

“If we fail to meet our service commitments to you in our Code of Practice on Complaint Handling, we will pay you £25 as a sign of our commitment to you, our customer.”

(See Standards of Service for more details)

Taking your complaint further

If you are still unhappy after giving us the opportunity to resolve your complaint, you can contact the Consumer Council for Northern Ireland. This is an independent body with statutory responsibilities to represent the interests of natural gas consumers, including taking up complaints relating to natural gas. Any customer can utilise this scheme at no cost to themselves. Contact the CCNI at:

Consumer Council for Northern Ireland
Floor 3, Seatem House
28-32 Alfred Street

Belfast
County Antrim
BT2 8EN

Telephone: 0800 121 6022
Email: contact@consumercouncil.org.uk
Website: www.consumercouncil.org.uk

In certain circumstances where the Consumer Council for Northern Ireland has been unable to resolve your billing complaint you may refer your complaint to the Utility Regulator.

Contact the Utility Regulator at:

Queens House
14 Queen Street
Belfast
BT1 6ED

Telephone 028 9031 1575
www.uregni.gov.uk

An individual has the right to go to court if they deem the solution offered unsatisfactory. An individual's choice to go through the legal system is not affected by this procedure.

NIHE tenants

If you are a Northern Ireland Housing Executive (NIHE) tenant with a complaint about a contractor working on behalf of NIHE, you should contact your local NIHE Housing Office.

A copy of this Codes of Practice document is available free of charge and can be downloaded from our website or requested by using the contact details at the end of this document.

Further Information

For further information or to receive a copy of this Code in an alternative format (e.g. Braille) free of charge, please contact us on 0345 900 5253.

Customer Service

For more information about anything in this booklet, call our Customer Service team on 0345 900 5253.

You can contact us in writing at:

SSE Airtricity Gas (NI) Ltd.

3rd Floor Millennium House
19-25 Great Victoria Street
Belfast
BT2 7AQ

Or by email

info@airtricitygasni.com

Or visit our website

www.airtricitygasni.com

Other Useful Contact Details

All Enquiries	0345 900 5253
Minicom Telephone	028 9023 0121
Minicom Emergency Line	0800 731 4710
To leave a Meter Reading	028 9033 9031
24 Hour Natural Gas Emergency	0800 002 001

Smell Natural Gas?

If you smell natural gas or are concerned about a safety matter, please telephone the 24 hour emergency service on 0800 002 001. Emergency staff are available to provide you with immediate advice.

Contact Details for Other Organisations

Age NI

3 Lower Crescent
Belfast
BT7 1NR

Advice Line 0808 808 7575

www.ageuk.org.uk/northern-ireland

Age NI is the charity combining Age Concern NI and Help the Aged in Northern Ireland. Age NI provides advice and advocacy and delivers care services with the aim of improving the quality of later life for everyone.

The Carbon Trust Loan Scheme

Unit 3, The Innovation Centre
Northern Ireland Science Park
Queen's Road
Belfast
BT3 9DT
Northern Ireland

Telephone 028 9073 4394

www.carbontrust.co.uk

Carbon Trust is a not-for-profit company providing specialist support to help business and the public sector boost business returns by cutting carbon emissions, saving energy and commercialising low carbon technologies.

Citizens Advice Bureau

Citizens Advice Regional Office
46 Donegall Pass
Belfast
BT7 1BS

Telephone 028 9023 1120

www.citizensadvice.co.uk

Citizens Advice is the largest advice charity in Northern Ireland, working against poverty and provides a free of charge information and advice service to the general public.

Consumer Council for Northern Ireland

Floor 3, Seatem House
28-32 Alfred Street
Belfast
County Antrim
BT2 8EN

Telephone 0800 121 6022

www.consumerCouncil.org.uk

The Consumer Council is an independent consumer organisation which represents transport, water and energy consumers. The Consumer Council's aim is to give consumers a voice by running information and education campaigns, undertaking research and producing publications.

Disability Action

Portside Business Park
189 Airport Road West
Belfast
BT3 9ED

Telephone 028 9029 7880
Textphone 028 9029 7882
www.disabilityaction.org

Disability Action works to ensure that people with disabilities attain their full rights as citizens, by supporting inclusion, influencing Government policy and changing attitudes in partnership with disabled people.

Bryson Energy

Freephone 0800 1422 865
Email advice@brysonenergy.org
www.brysonenergy.org

Bryson Energy (Energy Saving Trust Advice Centre) offers free information and assistance on measures to improve the efficiency of your gas usage.

Gas Safe Register

PO Box 6804
Basingstoke
RG24 4NB

Telephone 0800 408 5500
www.gassaferegister.co.uk

Gas Safe Register replaced CORGI as the gas registration body in Northern Ireland from April 2010. Gas Safe Register is the only official list of gas engineers who are qualified to work safely and legally on gas appliances.

Northern Ireland Housing Executive

The Housing Centre
2 Adelaide Street
Belfast
BT2 8PB

General Enquiries 0344 892 0900
www.nihe.gov.uk

Northern Ireland Housing Executive is Northern Ireland's strategic housing authority, offering a range of services to people living in socially rented, privately rented and owner occupied accommodation.

Phoenix Natural Gas Ltd

197 Airport Road West
Belfast
BT3 9ED

Telephone 03454 55 55 55
www.phoenixnaturalgas.com

Phoenix Natural Gas is the largest gas distribution business in Northern Ireland, being the owner and operator of the licence for the distribution network in the Greater Belfast Area and Larne. Phoenix Natural Gas is responsible for the development of the pipeline network and for providing a 24/7 operational and transportation service platform to gas suppliers.

Firmus Energy Networks

A4-A5 Fergusons Way
Kilbegs Rd
Antrim
BT41 4LZ

Telephone 0800 032 4567
www.firmusenergy.co.uk

SGN Natural Gas Ltd

83-85 Great Victoria Street
Belfast
BT2 7AF

Telephone 0800 975 7774
www.SGNNaturalGas.co.uk

Utility Regulator

Queens House
14 Queen Street
Belfast
BT1 6ED

Telephone 028 9031 1575
www.uregni.gov.uk

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.

