

The admin stuff...





Code of Practice

on Complaints Handling Procedure



Code of Practice on Complaints Handling Procedure

⇒ We want to know if you're not happy and we have let you down!

This simple free guide is available to all and will help you identify the best way to contact us if you're not happy with the products and services from ClickEnergy and want to make a complaint. Please let us know what format you would like to receive this guide in. Alternatively you can download this guide by clicking on the code of practice link on the home page of our website www.clickenergy.com

⇒ Definition of a Complaint

ClickEnergy defines a complaint as:

“The expression (through various possible channels: letter, email, phone call or physical claim) of a person's dissatisfaction”

⇒ Making your complaint

This simple guide is available free of charge to all. Please let us know what format you would like to receive this guide in.

No matter what your complaint or issue we're happy to hear from you and we'll always put you first! All our staff are trained to inform customers about our complaint handling procedures, and to assist you with your complaint.

If we make a mistake or do something wrong we want



to know straight away so we can fix it, if we can, the first time we hear from you. The remedies could be:

- ⇒ An apology
- ⇒ An explanation
- ⇒ The taking of appropriate remedial action by us

You can tell us by

- ⇒ Call us on **0800 1 070732** and speak to one of our team
- ⇒ Email us at **chat@clickenergyni.com**
- ⇒ Write us a letter – Click Complaints, Timberquay, 100-114 Strand Road, Derry, BT48 7NR
- ⇒ Or drop in to see us

However you get in touch we (really do) want to hear from you.

If you are of pensionable age, disabled or chronically sick we will communicate with you (over and above those mentioned above) using your chosen method of communication to log your complaint. ClickEnergy will take any additional steps deemed necessary to ensure we deal with your complaint in an appropriate and prompt manner.

Once we understand what has happened we'll do everything we can in a fair and prompt manner to put it right within five working days, where possible, but not exceed three months. This will include an internal investigation that reviews all correspondence, actions undertaken and outcomes to see where we failed. Once identified we will amend our processes and issue training to our staff to ensure a similar scenario cannot happen again.



We will also write out to you to confirm the resolution reached. A record will also be kept of the correspondence and the complaint that you can view via the ClickEnergy customer portal at www.clickenergyni.com

⇒ **Still not happy?**

Our complaints team will call you (or communicate with you using your chosen method of communication) and chat to you a bit more about what's going on and work with you to sort it out. They will always try to call you with a resolution, but if we can't get you they will send you an email, text or letter to say we have been trying to contact you.

We'll follow up with you, within three months, following any resolution to ensure everything is back to the usual high standard.

⇒ **Consumer Council – Independent Advice**

This is a free and independent body that you can contact if you're not happy with the resolution from ClickEnergy. Their contact details are:

The Consumer Council
Floor 3
Seatem House,
28-32 Alfred Street
Belfast
BT2 8EN

Email: contact@consumercouncil.org.uk

Website: www.consumercouncil.org.uk

Telephone: 0800 121 6022



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