

firmus energy is committed to delivering the highest possible standards of service to customers. However, sometimes things may go wrong.

Definition of a complaint:

“A complaint is the expression (through various possible channels: letter, email, phone call or physical claim) of a person’s dissatisfaction.”

If a customer is unhappy with any level of our service and wishes to make a complaint, firmus energy will aim to resolve the complaint as fairly and as quickly as possible.

How to Make a Complaint

A customer can make a complaint by contacting firmus energy in the following ways:

Phone	E-mail	Post
0330 024 9000 (Customer Services)	furtherinfo@firmusenergy.co.uk	Customer Services Manager firmus energy A4 & A5 Fergusons Way Kilbegs Road Antrim BT41 4LZ

firmus energy will resolve any complaint as soon as possible. This will be done based on a six-step approach.

Step 1: Try to resolve the complaint straight away

If a customer contacts firmus energy by telephone, we will try to resolve the problem straight away while the customer is on the phone, if possible to do so.

In some circumstances it may be appropriate for the telephone call to be terminated if the complainant is insulting, threatening or using abusive language towards the call handler. The firmus energy employee will advise the customer up to 3 times, to refrain from using such language, otherwise the call will be terminated.

Step 2: Acknowledgement of a complaint

firmus energy will acknowledge a complaint via telephone or email within five working days of receiving it, however we will usually acknowledge within one working day.

firmus energy will:

- Advise the customer what steps will be taken and when the customer should expect to hear from us next.
- Provide the customer with a complaint reference number, if requested.
- Provide the customer with a copy of our complaints policy, if requested.

Step 3: Investigating the complaint

The steps taken to investigate the complaint will depend on the nature of the concerns raised.

- An investigation may have to be conducted by the Period Contractor who may contact you directly to obtain further information, discuss the complaint or resolution.
- firmus energy will aim to resolve the complaint within 10 working days.
- Some complaints, particularly those regarding claims, may take longer to resolve. Where this is the case, we will aim to fully resolve all complaints within 3 months. During this time customers will be updated throughout the process.
- The customer advisor who takes the initial complaint will provide their name and contact details to the customer at every stage of contact.

Step 4: Responding to the complaint

Once we have investigated the complaint, firmus energy will provide the customer with a written or verbal response.

firmus energy will:

- Respond to each concern raised.
- Apologise if a mistake has been made.
- Provide an explanation if required.
- Advise what steps were taken to rectify the issue
- Award reimbursement and/or compensation in appropriate circumstances.

If your complaint required an investigation by the Period Contractor they may provide some of the response outlined above.

Should the customer remain dissatisfied with our response we will advise what further steps will be taken in escalating the complaint.

In some cases, complaints may take longer to resolve, especially where there are legal issues. Where this is the case, customers will be sent an update as appropriate.

Step 5: Escalating your complaint

If the customer is not satisfied with the call handler's response, the complaint will be passed to the relevant Manager, who will contact the customer within one working day.

Step 6: How legal complaints will be handled

For the purpose of this policy, legal complaints are all complaints that are submitted in the form of a solicitor's letter.

- Legal complaints will be dealt with directly as described in steps 1 to 5.
- Legal complaints may take longer to resolve. Where this is the case, customers will be kept updated with the progress of their legal complaint.
- Legal complaints will be passed to the Head of Department.

Overall Standards of Performance

Our customers are at the heart of everything we do, delivering a service that focuses on meeting their needs in the most cost-effective way possible. As a regulated energy service provider, we have standards to achieve pursuant to the activities associated with our operations, of which there are 11 associated standards, which can be accessed at our website www.firmusenergy.co.uk. The table below highlights our standards in relation to complaint handling.

Standard of Service- Customer Contact
<p>Telephone Answering We will endeavour to answer all calls promptly</p>
<p>Customer correspondence Written correspondence will receive a reply within ten working days. Correspondence may be responded to by telephone unless you request a written response.</p>
<p>Consumer Information Code firmus energy will publish a code of practice to be known as the consumer information code.</p>
<p>Customer Complaints firmus energy will publish a code of practice for the handling of customer complaints.</p>
<p>All complaints, whether made in person, by telephone, in writing, or otherwise will be recorded and classified</p>
<p>Complaints will receive a full response to their complaint within 10 days, where applicable</p>

Guaranteed Standards of Service

In addition to our overall standards of service, firmus energy also has obligations to deliver guaranteed levels of customer service to individual consumers. Our 'Notice of Rights' explains the individual standards of performance customers can expect from us and outlines the compensation they could receive if we fail to deliver these standards.

If we have failed in our provision of any service to you, any refund or compensation due to you will be paid in line with our Guaranteed Standards of Service. Copies of our 'Notice of Rights' are available on our website or by calling Customer Services on 0330 024 9000.

Should your complaint result in the need for reimbursement and/or compensation, we will either credit your account with the full amount or send you a cheque.

Taking a Complaint Further

If the consumer remains unhappy, having given firmus energy a reasonable opportunity to resolve the complaint, then the matter may be referred to the Consumer Council (CCNI).

The Consumer Council is an independent consumer organisation, working to bring about change to benefit Northern Ireland’s consumers. They will investigate your complaint on your behalf and at no cost. This does not effect your statutory right to go to court if you deem the solution unsatisfactory.

The Consumer Council handles complaints about buses, trains, planes, ferries, natural gas, electricity, coal and water.

The complaint should only be handled by The Consumer Council after it has gone through firmus energy’s full complaint handling procedure and when firmus energy has been given a reasonable time to deal with the complaint.

The Consumer Council can be contacted by the following means:

Post or Audiotape	Contact / for more information
The Consumer Council Floor 3, Seatem House, 28-32 Alfred Street, Belfast BT2 8EN	Freephone: 0800 121 6022 E-mail: contact@consumercouncil.org.uk Website: www.consumercouncil.org.uk