Code of Practice on Complaints Handling Procedure

www.firmusenergy.co.uk

firmus energy
transitioning to net zero carbon

This Code of Practice outlines the complaint handling procedures of firmus energy (Supply) Limited (firmus energy, us, we, our) and the standards of service you can expect from us if you have a complaint.

This Code covers any aspect of the service provided by firmus energy an energy supplier, including energy bills, payment options, and general advice on energy usage.

firmus energy's vision is to become Northern Ireland's 1st choice energy provider for industrial, commercial and residential customers. We aim to do so by simply putting our customers first.

If you are unhappy with any aspect of our service please let us know. We promise to deal quickly, fairly and effectively with your complaint and do everything we can to reach a satisfactory outcome.

We will use your complaint as an opportunity to put things right and to help improve the quality of service we provide to you.

Definition of complaint

For the purposes of this code a complaint is:

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

How to complain

- By phoning our Customer Service Team on 0330 024 9000 (Monday to Thursday: 9am – 5pm; Friday: 9am – 3:30);
- By e-mail to furtherinfo@firmusenergy.co.uk;
- By letter to our Complaints Administrator at the address below:

  firmus energy
  5 Trench Road
  Mallusk
  Newtownabbey
  BT36 4TY

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 every effort to resolve your complaint within 3 months. If the complaint is of a particularly complicated or technical nature it may not be possible to resolve within 3 months. During this time we will keep you updated and provide you with the contact details of the advisor who is handling the complaint.

If your complaint is not resolved within 3 months you can ask for your complaint to be reviewed by the Customer Services Manager, who will contact you to provide a formal response in relation to the status of the complaint.

Our complaints procedure

We have established a complaints procedure for domestic and commercial customers which is easy to use and can be found on our website: www.firmusenergy.co.uk or provided in writing free of charge by contacting our Customer Service Team in any waylisted in the above section of this Code of Practice.

As part of the complaints procedure firmus energy will ensure that:

- All complaints are logged on our system and after passing your complaint to the relevant department our friendly well-trained staff will try to resolve the problem straight away in a fair and effective manner.
- We will handle your complaint in confidence and your details will remain private.
- We will acknowledge your complaint via telephone or email within five working days of receiving it, however we will usually acknowledge within one working day.
- Once we have investigated your complaint, we will provide you with a written or verbal response within 10 working days;
- We will aim to fully resolve your complaint as soon as possible and within 3 months. During this time you will be updated throughout the process and our customer advisor will provide their name and contact details at every point of communication.
- If you require any support from our team while raising or during our handling of your complaint, please let us know by contacting us on 0330 024 9000. You or someone in your household may need additional support due to individual circumstances such as pensionable age, disability, chronically sick or terminally ill.

The different remedies that may be provided to a customer under the complaints handling process are:

- A verbal or written apology
- A verbal or written explanation
- firmus energy taking appropriate remedial action
- firmus energy awarding reimbursement and/or compensation in appropriate circumstances. Our team will consider this as part of handling your complaint and when applicable, will discuss with you to achieve a fair resolution.

Taking your complaint further

If having discussed the matter and received a formal response either verbally or in writing (which closes your complaint), you feel that your complaint has still not been satisfactorily resolved, you may refer the matter to the Consumer Council. The Consumer Council will investigate your complaint on your behalf and at no cost. This does not affect your statutory right to go to court if you deem the solution unsatisfactory. See contact details below:

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

Complaints:
Telephone ☎ 0800 121 6022

Email: contact@consumercouncil.org.uk
Web: www.consumercouncil.org.uk