



**Code of Practice  
On Complaints Handling  
Procedure for  
IC customers**

## **Code of practice on Complaints Handling Procedure**

This Code of Practice outlines the complaint handling procedures of Flogas Natural Gas Ltd and the standards of service you can expect from us if you have a complaint.

### **Definition of a 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”

### **Accessibility of Complaints Handling Procedure**

All of our staff is fully trained in our Complaints Handling Procedures.

If you are unhappy with any aspect of our service please let us know as our staff will be more than happy to assist you. 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 to help improve our customer service levels.

### **Transparency**

***A complaint can be made in the following ways:***

- By phoning our Customer Service Team on 028-9073-0277 (Monday to Friday 9am to 5.30pm)
- By email to [natgas@flogasni.com](mailto:natgas@flogasni.com)
- By letter to our Complaints Administrator at the address below;  
Flogas Natural Gas, 40-48 Airport Road West, Sydenham, Belfast, BT3 9ED.

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. At a maximum we will aim to fully resolve your complaint within 3 months.

### **Effectiveness**

#### ***Our Complaints Procedure***

- All Complaints are logged and noted on your customer account.
- The relevant manager will review offer our apologies and review your complaint and try to resolve it there and then.
- If your complaint cannot be resolved within one business day you will receive an explanation by way of written notice stating that we have received your complaint and that we are working on it.

- When your complaint has been resolved we will contact you in writing or by phone to let you know the outcome.
- If your claim cannot be resolved within the 10 business days we will contact you and let you know this and an expected timeframe.

### **Dispute Resolution**

#### ***In resolving your complaint:***

- We aim to respond to your complaint within 1 business day, and resolve your complaint within 10 business days; however there may be reasons beyond our control which mean it takes a little longer.
- A copy of this Code of Practice is available to you free of charge, upon request.
- If we are unable to resolve your complaint during the initial contact, our Customer Care staff will explain what actions they are going to take to resolve your complaint.
- If your complaint requires further investigation, the member of staff dealing with it will give you their name and contact number and explain to you exactly what is going to happen next.
- If we have responded to your complaint within the 10 days, or a time frame agreed with you, and you are still not satisfied, you may request that the matter be escalated internally to a manager within Flogas. This manager will review your complaint and will contact you to help reach a satisfactory conclusion. Should you be unhappy with this decision you can contact the Consumer Council regarding your complaint and the outcome of the decision made by Flogas.
- 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.

### **Remedies**

The different remedies that may be available to a person under the complaints handling process such as - an apology, an explanation, the taking of appropriate remedial action and the award of compensation in appropriate circumstance.

If we fail to meet our Guaranteed Standards of Service in relation to Complaints Handling as detailed on our website, we will pay you £25 as a sign of our commitment to our customers.

If having discussed the matter with the relevant Flogas manager and received a formal response, you feel that your complaint has still not been satisfactorily resolved you may refer the matter to the Consumer Council for Northern Ireland who will investigate your complaint on your behalf. This is an independent body with statutory responsibilities to represent the interests of natural gas consumers. Any consumer can utilise this scheme at no cost to themselves.

The contact details for the Consumer Council are as follows –

*The Consumer Council*

Floor 3

Seatem House

28-32 Alfred Street

Belfast

BT2 8EN

*Complaints* Tel: 0800 121 6022

*Email:* [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)

*Web:* [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

If your complaint is in relation to a billing matter and the Consumer Council has been unable to resolve your complaint then you can refer your complaint on to the Northern Ireland Authority for Utility Regulation (NIAUR), contact details are as follows –

*Northern Ireland Authority for Utility Regulation*

*Queens House*

*14 Queen Street*

*Belfast*

*BT1 6ED*

*Tel:* 028-9031-1575

*Email:* [info@uregni.gov.uk](mailto:info@uregni.gov.uk)

*Web address:* <http://www.uregni.gov.uk/>

If after going through our Complaints resolution system, your complaint is still not resolved you have the right to take your complaint to Court.