



# Natural Gas | Handling Customers' Complaints

Code of Practice

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# 1. We're always at your service

At Bord Gáis Energy Supply we are committed to ensuring that you, our Customer, is at the centre of all our business activities. We are dedicated to delivering the highest possible standards of service to all our Customers. In your home or workplace, you can rely on us to do our best to meet your needs by providing you with a first class Customer service.

But, no matter how hard we try things may still sometimes go wrong.

**Our aim is to resolve all complaints as quickly and fairly as possible.**

Our dedicated Customer Care Team carry out an analysis of complaints to enable us to:

- Find out what we are doing wrong so we can put things right
- Improve the quality of our service so we achieve maximum Customer satisfaction

## **Our Customer Complaint Handling Procedure is:**

- Aimed at resolving any complaint we receive, giving a satisfactory explanation, an apology and rectifying the problem as necessary
- Readily available to all our Customers
- Simple to operate and sets out our procedures and responsibilities
- Speedy, with time limits for dealing with complaints
- Fair and includes an independent means of complaint investigation
- Confidential, i.e. we respect the privacy of individuals and handle personal data in accordance with Data Protection Legislation

## 2. Our promise

- We will promote this Code of Practice and have it readily available to Customers
- We make it easy for you to make a complaint
- We will always apologise if we make a mistake
- We will empower our front line staff to endeavour to resolve the problem straight away
- We will formally record the specific failure and your feedback in relation to the matter
- We will treat your complaint with sympathy
- We will treat your complaint in a confidential manner
- We will explain how we plan to resolve your complaint
- We will have a transparent escalation procedure for complaint resolution
- We will have an internal process to eliminate common and recurring sources of Customer dissatisfaction
- We will train our staff to deliver the promises we make in this code and will keep our training up to date
- We will monitor and measure the service we give to make sure we are keeping our promises

# 3. What is a complaint

A complaint is any situation where you, our CUSTOMER, feels that we have failed to meet your expectations.

This may be as a result of:

- Something we have undertaken or
- Possibly something we have failed to do

even when we have followed our normal procedures

# 4. How to make a complaint

If you, our Customer, are unhappy with any service or contact you have with us, please let us know and we will do our best to rectify things immediately.

You can register your complaint with us in any of the following ways

- By calling our Customer Contact Team at 1850 632 632
- By email to [info@bordgais.ie](mailto:info@bordgais.ie) or through our website [www.bordgaisenergysupply.ie](http://www.bordgaisenergysupply.ie)
- By letter to:  
Customer Contact  
Bord Gáis Energy Supply  
PO Box 10943  
Dublin 1

# 5. How we will handle your complaint

## Step 1

If you phone us, we aim to resolve the problem straight away while you are on the phone. If you are not satisfied with our Customer Service Agent's response you may ask to speak to a Customer Service Team Leader.

## Step 2

If we cannot sort out your problem while you are on the phone, we will look into the matter and outline the plan to rectify matters to your satisfaction.

- In all cases our Customer Service Representative will give you their name
- Your complaint will be recorded on our Complaints Management System with a summary of your complaint
- We will record your telephone number and give your complaint a reference number
- Written or emailed complaints will be responded to within 10 business days

Speed and timing in resolving all Customer complaints is a key priority for Bord Gáis Energy Supply. In some cases a resolution may take longer. However, our commitment is that they will be resolved within 4 weeks or that an agreed plan is in place to rectify the problem.

In all cases we will keep you informed about the progress in resolving the matter.

## 6. What happens if you are not happy with our response

In the event that you are not happy with our response to your complaint, or the way we have handled it, you may request that your complaint be escalated or you may write to:

The Customer Care Manager  
Bord Gáis Energy Supply  
PO Box 10943  
Dublin 1  
Email: [custcare@bordgais.ie](mailto:custcare@bordgais.ie)

If following a review and formal response, you are still not satisfied that your complaint has been dealt with, then the matter can be referred to the Commission for Energy Regulation (CER) for a final review. The CER operates as an independent arbitrator and issues rulings on complaints on a case by case basis.

**Your complaint may only be handled by the CER after it has gone through Bord Gáis Energy Supply's full complaints handling procedure.**

The office of the Commission for Energy Regulation can be contacted by the following means:

**Address:** Commission for Energy Regulation,  
The Exchange  
Belgard Square North  
Tallaght  
Dublin 24

**Tel No:** 01 4000 800  
**Fax:** 01 4000 850  
**Email:** [info@cer.ie](mailto:info@cer.ie)

The CER cannot deal with complaints in relation to gas boiler installation, the conduct of Registered Gas Installers or Natural Gas Finance Limited. Please refer unresolved complaints in relation to these services to the Office of the Director of Consumer Affairs, 4 Harcourt Road, Dublin 2.  
Tel 1890 220 229.

# 7. What's covered?

The procedures outlined in this guide deal with complaints you may have about our standards of service related to:

- Communications – by phone, letter, fax or email
- Bill enquiries and charges
- Customer Service Staff
- Refund agreements
- Marketing campaigns
- Poor quality service or unfair treatment by Bord Gáis Energy Supply
- Poor quality of service from Bord Gáis Energy Supply Business Partners:
  - Sales Representatives
  - Installers
  - Appliance Servicing Agents
  - Stores
- Complaint Handling
- Breach of our Customer Charter and Codes of Practice

We value feedback from our Customers and are keen to hear your ideas about how we can improve our service levels. Please contact us if you have any suggestions.

We regularly carry out surveys to measure Customer satisfaction, so you may receive a phone call or questionnaire after we have dealt with your complaint.

# 8. What's NOT covered?

We will acknowledge all complaints from Bord Gáis Energy Supply Customers. However, we are not in a position to resolve queries or issues relating to:

- Matters relating to way leave and planning permissions
- Bord Gáis Networks

If you have a query relating to these matters, please contact Bord Gáis Networks on 1850 200 694.

# 9. Protection of a Customer's legal rights

The complaints procedure within Bord Gáis Energy Supply is a facility provided to and for Customers and in no way prejudices a Customer's legal rights (contractual or statutory). Likewise, the procedure does not impact on the legal relations between Bord Gáis Energy Supply and the Customer under the Terms and Conditions of Gas Supply.

Under the complaints procedure, Bord Gáis Energy Supply are committed to accepting any recommendation made by the Commission for Energy Regulation (on a without prejudice basis), while the Customer is free to reject the finding and pursue other avenues.

Any award by the Commission for Energy Regulation will be made subject to such an award being in full and final settlement of the Customer's dispute.

# 10. Data Protection

Bord Gáis Energy Supply and its agents recognise the rights of the Customer under Data Protection legislation. Bord Gáis Energy Supply will only use personal information for the purposes for which it was collected.

Information may be passed to our agents in order to provide services for the Customer. All agents are fully trained with regard to the relevant legislation.

# 11. Our contact details

We would prefer you to phone rather than write because it is quicker, more direct and easier for us to answer your questions straight away. But if you want to write, our address is

**Customer Contact  
Bord Gáis Energy Supply  
PO Box 10943  
Dublin 1**

In order to maintain the highest level of service we may record and monitor telephone calls.

Please ensure that you have your Account Number ready when you contact us as we can only discuss account information with the gas account holder.

**For all Customer Enquiries** 1850 632 632  
**Fax:** 1850 631 631  
**Web:** [www.bordgaisenergysupply.ie](http://www.bordgaisenergysupply.ie)  
**Email:** [info@bordgais.ie](mailto:info@bordgais.ie)

**24 hour Dial-a-Read** 1850 427 732

Call this number to register your meter reading – have your GPRN number (top right hand side of your bill) and meter reading to hand. Bord Gáis Networks will ensure your reading is recorded for your next bill.

**Emergency Reporting:**

**Bord Gáis Networks 24 hour Gas Emergency Line:**

**1850 20 50 50**

Bord Gáis Networks provide the emergency response service for all gas users.

In the interest of public safety, all emergency messages are recorded.