



Natural gas

Handling customers'
complaints

CODE OF PRACTICE

BGE/NG/CCOP/0918



bordgaisenergy.ie

If you need any further help
or advice please contact us:

Residential gas contact details

Tel: 01 611 01 01

Fax: 01 611 01 02

Email: info@bordgais.ie

Minicom: 1850 630 630

(for hearing impaired customers
with their own minicom equipment)

Customer service

Residential natural gas

Bord Gáis Energy

PO Box 10943, Dublin 2

Business gas contact details

Tel: 01 611 01 33

Fax: 01 611 01 02

Email: businessdirect@bordgais.ie

Customer service

Business natural gas

Bord Gáis Energy

PO Box 10943, Dublin 2

Please note that to maintain the highest level of
service we may monitor and record calls.

Code of Practice

Natural gas

Handling customers' complaints

| | | |
|----|--|----|
| 1 | We're always at your service | 4 |
| 2 | Our promise | 5 |
| 3 | What is a complaint? | 5 |
| 4 | How to make a complaint | 5 |
| 5 | How we will handle your complaint | 6 |
| 6 | What happens if you are not happy with our response? | 7 |
| 7 | What's covered? | 8 |
| 8 | What's not covered? | 8 |
| 9 | Protection of a customer's legal rights | 9 |
| 10 | Data protection | 9 |
| 11 | Contact details | 10 |
| 12 | Customer charter | 10 |

1 We're always at your service

At Bord Gáis Energy we are committed to ensuring that you, our customer, is at the centre of all our business activities. You can rely on us to do our best to meet your needs by providing you with a first class customer service. But, however hard we try, things may sometimes still go wrong. That's why we've produced this guide to give you information and advice about how we deal with your complaints. If you're unhappy about any part of our service, let us know and we'll do everything we can to settle the matter quickly and to your satisfaction.

Our aim is to resolve all complaints as quickly and fairly as possible. We'll also keep a check of the reasons for complaints. This will help us to:

- Find out what we are doing wrong so we can put things right; *and*
- Improve the quality of our service so we achieve maximum customer satisfaction.

Our complaint handling system is:

- Aimed at settling 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 - we respect the privacy of individuals and treat all information as confidential 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 defined as the expression (by letter, email, telephone call or in person) of a customer's dissatisfaction with part of our service and an expectation of a response or resolution.

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.

We will aim to provide you with a satisfactory explanation for the issue you are experiencing, an apology and/or some form of redress (as appropriate).

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

- By calling our customer service team at **01 611 01 01**
- By email to **info@bordgais.ie** or through our website **www.bordgaisenergy.ie**
- By mail to:
Customer service
Bord Gáis Energy
PO Box 10943
Dublin 2

We will accept complaints from a recognised agency or third party acting on your behalf.

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 ten business days.
- We have a customer friendly escalation procedure if you are not satisfied with our initial response to your complaint (See Section 6 on how to escalate your complaint)

Speed and timing in resolving all customer complaints is a key priority

for Bord Gáis Energy. In some cases a resolution may take longer. However, our commitment is that we will issue you with a final answer within 2 months 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.

Sometimes, we cannot issue a final answer within 2 months where a customer is not engaging with us or technical procedures would be required that would extend the time required to reach a resolution.

Charter Payments:

You may be entitled to a Charter Payment of €30 if you believe we have breached this Code of Practice or any of our Guaranteed Standards in our Customer Charter.

If it is decided that the customer is entitled to a charter payment, your account will be credited within 10 working days. If there are arrears on your account, this money will be credited off the arrears. If you would prefer a refund, this can be arranged provided that there is sufficient credit on your account.

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 to the Contact Centre Lead (using the contact details in Section 4).

In the event that you are still not happy, you may write to:
Customer Service & Billing Manager
Bord Gáis Energy
1 Warrington Place, Dublin 2

Email: customercare@bordgais.ie

If following a review and formal response, you are still not satisfied that your complaint has been dealt with, and have received written notification of the closure of the complaint from Bord Gáis Energy, then the matter can be referred to the Commission for Regulation of Utilities (CRU) for a final review. The CRU operates as an independent review body and issues rulings on complaints on a case by case basis.

If the CRU has issued a direction for compensation or redress we will make the payment to you within 14 days or within one billing period where compensation or redress is in the form of credit to the customer's account.

Your complaint may only be handled by the CRU after it has gone through

Bord Gáis Energy's full complaints handling procedure.

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

Customer Care Team
Commission for Regulation of Utilities
PO Box 11934
Dublin 24

Tel: 1890 404 404

Fax: 01 4000 850

Email: customercare@cru.ie

Web: www.cru.ie/customer-care

The CRU 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:

Competition and Consumer
Protection Commission
PO Box 12585 Dublin 1

Tel: 1890 432 432

Web: www.consumerhelp.ie

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, mail, fax or email.
- Bill enquiries and charges.
- Customer service staff.
- Refund agreements.
- Marketing campaigns.
- Poor quality service or unfair treatment by Bord Gáis Energy.
- Poor quality of service from Bord Gáis Energy business partners:
 - Sales representatives.
- 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 customers. However, we are not in a position to resolve queries or issues relating to:

- Matters relating to wayleave and planning permissions.
- Gas Networks Ireland.

If you have a query relating to these matters, please contact Gas Networks Ireland on **1850 200 694**.

9 Protection of a customer's legal rights

The complaints procedure within Bord Gáis Energy 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 and the customer under the terms and conditions of gas supply. Under the complaints procedure, Bord Gáis Energy are committed to accepting any recommendation made by the Commission for Regulation of Utilities (on a without prejudice basis), while the customer is free to reject the finding and pursue other avenues.

10 Data protection

Bord Gáis Energy and its agents recognise the rights of the customer under data protection legislation. Bord Gáis Energy will only use personal information for the purposes for which it was collected.

Bord Gais Energy has made detailed Privacy Notices available to customers. These set out the various purposes for which personal information of customers is collected and used. They also set out the sources from which we get personal data, how it is shared, and how customers can exercise their rights under data protection law.

All customers should make themselves aware of the contents of these Privacy Notices which are all available at **www.bordgaisenergy.ie/dataprotection**

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.

Data protection complaints or queries should be directed in the first instance to the BGE Data Governance Team, who can be contacted at **dataprotection@bordgais.ie** or by calling **01 611 01 01**. The postal address for our Data Governance Officer is Data Governance Officer, Bord Gáis Energy Limited, PO Box 10943, Dublin 2.

11 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 service
Bord Gáis Energy
PO Box 10943, Dublin 2

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 gas account information with the gas account holder.

Customer service: 01 611 01 01

Customer service fax: 01 611 01 02

Customer service web:
www.bordgaisenergy.ie

Customer service email:
info@bordgais.ie

Minicom: 1850 630 630

(for hearing impaired customers with their own minicom equipment)

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. Gas Networks Ireland will ensure your reading is recorded for your next bill.

Gas Networks Ireland 24 hour gas emergency line: 1850 20 50 50

Gas Networks Ireland provide the emergency response service for all gas users. In the interest of public safety, all emergency messages are recorded.

12 Customer charter

If you feel we have breached any of our commitments in this Code, then you may apply to us for a Charter payment of €30 setting out why you believe we have breached this Code. Where we agree that you are entitled to receive a Charter payment the amount will be credited to your account within one billing period.

If you are no longer our customer and are due a Charter payment, we will arrange for an alternate method of payment to be arranged.