



## Handling Your Enquiry or Complaint

## Our Values

The Phoenix Values are at the heart of how we do business. Embedded across our business, they are the standards we hold ourselves and our employees to in delivering the best possible outcomes for our customers and the communities we serve.



## Meeting the needs of all consumers

As an essential service provider, we play an active and critical role in the lives of local communities, working with domestic and business users, members of the public and community representatives. We strive to deliver the best possible standards of service to all while continuing to invest in and develop our services in line with customer needs.

We recognise that there may be times when some consumers will need additional and specific support from us. We are committed to working with consumers directly to ensure a truly inclusive approach to customer service that is designed to identify consumers with specific needs or in vulnerable situations and, in turn, ensure we suitably shape our service delivery in a way that is most relevant to meet their needs. Find out more about how we meet the needs of all consumers at the **Customer Support** section of our website.

And did you know that once connected to our network, domestic gas suppliers operate a range of services to meet the differing needs of energy users. If you are already a gas user, you should check out these schemes with your supplier to see if you might be eligible.



## **How to make an enquiry or lodge a complaint**

We don't always get things right, and when we don't, we like to know so that we can improve our service in the future.

In the sections to come (and in accordance with **section 3 of our Code of Practice for the handling of complaints**<sup>1</sup>), we provide you with everything you need to know about making an enquiry. We also describe our complaints handling procedure if you wish to lodge a complaint.

<sup>1</sup> Phoenix Natural Gas Limited is now trading as Phoenix Energy (Phoenix).

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If you are a Northern Ireland Housing Executive (NIHE) or Housing Association tenant with an enquiry or complaint about a contractor working on their behalf, you should contact your local Housing Office. Please find contact details via the **Useful Contacts** section of our website.

If you have an enquiry or complaint about your gas bill or gas meter reading, you should contact your gas supplier.

# 1 What you can expect from us

- a) We always aim to respond promptly to your enquiry or complaint.
- b) We will always treat you with courtesy.
- c) We respect and value privacy for all and will only collect and use personal data as described in our **Privacy Policy**.
- d) We will do our best to resolve your enquiry or complaint the first time you contact us.
- e) We will explain any action we intend to take to resolve your enquiry or complaint.
- f) If we need more time to investigate your enquiry or complaint, we will keep you informed about our progress.
- g) If you are making a complaint, we will do our best to resolve it as quickly as possible.
- h) If you are not satisfied with the way we handle your complaint, we will tell you about other steps you can take.

# 2 How to make an enquiry or complaint

When you tell us about your enquiry or complaint, we will strive to solve it straight away, even during the call if you contact us by telephone. First class customer service is vital to us. If we fail to offer excellent customer service, we try to fix this.

**You can contact us by telephone, online or in writing:**

**Telephone** 03454 55 55 55 <sup>2</sup>

**Online** [www.phoenixenergyni.com/get-connected/making-a-complaint](http://www.phoenixenergyni.com/get-connected/making-a-complaint)

**Writing** Operational Support Manager  
Phoenix Energy  
197 Airport Road West  
Belfast  
BT3 9ED

<sup>2</sup> Calls to this number from a landline are normally charged at local rate but may vary depending on your provider. You should check with your provider before you dial. Typically, if you are calling from a mobile, they are included in your free call packages but may vary.

# **3 Our complaints handling procedure**

If you wish to lodge a complaint and we cannot resolve it immediately, we will give you a reference number (quoting this when you contact us helps us provide a more efficient service).

We will pass your complaint to the relevant departmental manager and aim to respond to your complaint within ten working days of recording it. If we need more time to investigate your complaint, we will agree this with you and keep you fully informed of our progress. Where an initial response has been provided, we will provide a full response within 20 working days of recording it.

In the unlikely event that we cannot reach agreement on a satisfactory resolution at this stage, we will endeavour to fully resolve your complaint within three months.



# 4 What happens if you are still unhappy

If you are still unhappy after giving us the opportunity to resolve your complaint, you can contact the **Consumer Council for Northern Ireland** for free independent advice. The Consumer Council will act on your behalf and liaise directly with us. You can contact the Consumer Council's consumer support team on **0800 121 6022** or write to them at:

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

# 5 Our Standards of Service

We pride ourselves on delivering the highest standards of customer service. As well as operating in a highly regulated environment where standards are expected, we believe in exceeding customer expectations in every interaction. Under the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014, all gas companies in Northern Ireland must observe a set of Guaranteed Standards of Service. Our Notice of Rights explains the individual standards of performance you can expect from us including how we handle your complaint and outlines the compensation you could receive if we fail to deliver these standards.

Our Notice of Rights and Standards of Service documents can be accessed on our website at [\*\*Our Standards Of Service.\*\*](#)

If you smell gas or are worried about gas safety, **call the 24-hour Gas Emergency Service immediately on 0800 002 001**

If you are worried about the identify of a person claiming to be from Phoenix at your door, **call QuickCheck on 101** - the police non-emergency number and they can confirm if it is our personnel at your door.





## Contact us today:

To find out more about getting connected to natural gas and our available offers, please call:

 **03454 55 55 55**

Our office hours are:

<b>Monday - Thursday</b>	<b>8.30am - 7pm</b>
<b>Friday</b>	<b>8.30am - 4.30pm</b>

 [www.phoenixenergyni.com](http://www.phoenixenergyni.com)

 [/PhoenixEnergyNI](https://www.facebook.com/PhoenixEnergyNI)