



**BE** energy

**Code of Practice**  
**On**  
**Complaints Handling**

## Code of Practice on Complaints Handling

This Code of Practice outlines our commitments to our customers regarding their complaints and the complaint handling procedures of BEenergy. This Code applies to all of our customers in the Republic of Ireland.

This Code covers any aspect of the service provided to you by BEenergy. This code does not however cover any issue which is the subject of ongoing legal proceedings.

Our customer service model is straightforward – we will provide our customers with quality, timely, effective customer enquiry handling.

We will strive to get it right for our customers. However if you feel something is not right then please tell us about it and give us the chance to put it right. If you have a complaint, we are committed to:

- Dealing with your complaint quickly and sympathetically
- Dealing with you with utmost respect and confidentially
- Finding a solution to your complaint as fairly as possible
- Apologizing for any mistakes that are made and
- Learning and adopting any changes noted as needed

If you wish to receive a free copy of this Code, including a hard copy, please contact:

### **Customer Service**

**Team** BEenergy

UNIT E

Site 1

Swords Business Park

Swords

Co. Dublin

**Phone:** Freephone 1800 817 383 (Opening hours Mon to Fri 8am – 8pm, Sat 11am – 4pm)

**Email:** [info@beenergy.ie](mailto:info@beenergy.ie)

Accessible copies including large print, and braille copies are also available on request

## How to Make a Complaint

There are a number of ways to contact us if you wish to make a complaint or make any expression of dissatisfaction:

- **By phone:** The quickest way to get a resolution is to phone us on our Freephone number on:
  - **1800 817 383** (Opening hours Mon to Fri 8am – 8pm, Sat 11am – 4pm)
- **By email:** You can send an email to: [info@beenergy.ie](mailto:info@beenergy.ie)
- **By post:** You can send a written request to:

**Customer Service  
Team BEnergy  
UNIT E  
Site 1  
Swords Business Park  
Swords  
Co. Dublin**

- **Website:** [www.beenergy.ie](http://www.beenergy.ie)

## How We Will Handle Your Complaint

All complaints are dealt with sympathetically and in every case we will deal with it fairly and aim to reach a prompt, mutually agreeable resolution.

We make every effort to deal with all complaints as soon as we receive them. We will review your complaint and also the activities and history on your account. This is to ensure that the customer service representative has all the relevant information required to resolve your query as efficiently and effectively as possible.

Unfortunately some complaints cannot be resolved there and then. If we cannot resolve your complaint as soon as we receive it we shall provide you with an acknowledgement that we have received your complaint within five working days. This acknowledgement and any

contact from BEenergy in response to a complaint will generally be made through the means the complaint was made. This means if your complaint is made by phone we shall respond by phone, or if in writing the response shall be in writing etc.

The acknowledgement of receipt of your complaint shall also outline how long we expect it will take to deal with the complaint.

BEenergy endeavours to investigate and resolve all complaints within 10 days. At maximum BEenergy will resolve any complaint within two months, except in cases where you are engaging with a third party or using other procedures, in which case an extension to the time required to conclude the complaint may be necessary. Furthermore if we cannot resolve the complaint within 10 days we shall aim to agree a time frame for resolution with you.

We will always:

- Give you the name of our Customer Service Agent who has received your complaint
- Give you a reference number to use for further contact about the issue
- Make a written record of your complaint
- Where applicable we will suspend payment of the bill and all credit action until the issue is resolved
- Keep you informed of progress

BEenergy also cooperates with recognised agencies or third parties who are confirmed as acting on your behalf regarding your complaint. Any correspondence relating to your dispute will be communicated through your chosen agency unless otherwise advised.

## **Resolution of Your Complaint**

How we resolve your complaint will depend on the nature of the complaint however the following remedies are generally available:

- An apology
- An explanation regarding your complaint
- Assurances of process changes to ensure the issue causing your complaint does not occur again

- Where appropriate remedial action to address any loss suffered
- The award of compensation

We will compensate you if we fail to meet our commitments as set out in this Code of Practice per our Customer Charter. €30.00 will be applied to your account within 10 working days of agreeing that we failed to meet our commitments.

Following the resolution of the complaint, if a refund or compensation is due on your account, it will be issued within 10 working days from the resolution date or within one billing period where the compensation or payment is to be issued in the form of credit to your account. This will be issued using the same method as used to pay your bills (e.g. if you pay by Direct Debit, the refund will be issued directly into your bank account, if you pay by cheque a refund cheque will be issued to you).

If you are not happy with the resolution or you feel your query or complaint has not been adequately dealt with, you can talk to our Customer Service Team Leader. The Customer Service Agent dealing with your complaint will transfer you to our Customer Service Team Manager without delay or dispute.

If our Customer Service Team Manager is unable to resolve your complaint to your satisfaction, you can request he refer your complaint to our Compliance Department.

Beenergy will write to you with a conclusion and notification of closure of your complaint. This letter will include details of the Commission for Regulation of Utilities' Customers Team for you to reach if you are not satisfied with the outcome.

If your complaint has gone through BEenergy's full complaints handling procedure upon the closure of your complaint by BEenergy you are not satisfied with our attempt to resolve your complaint the matter can be referred to the Commission for Regulation of Utilities (CRU). Where the CRU issues a direction for compensation or redress this will be done within 14 calendar days or within one billing period where the compensation is in the form of credit to your account. The contact details for the office of the Commission for Regulation of Utilities are as follows:

**Telephone:** 1890 404 404

**Email:** [customercare@cer.ie](mailto:customercare@cer.ie)

**Website:** [www.cer.ie/customer-care](http://www.cer.ie/customer-care)

**Address:** Customer Care Team

Commission for Regulation of Utilities

P.O. Box 11934

Dublin 24