



Our Code of Practice  
**Complaints Handling**

CHV20821

This Code of Practice outlines our commitments to our customers regarding their complaints and the complaint handling procedures of Budget Energy. This Code applies to all of our Northern Ireland customers.

This Code covers any aspect of the service provided to you by Budget Energy. 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 first time, every time. 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:

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

**Address:**  
Customer Service  
Budget Energy Ltd  
Floor 1, Springtown Business Park  
141 Northland Road, BT48 OGY

**Telephone:** 0800 012 11 77

**Email:** [info@budgetenergy.co.uk](mailto:info@budgetenergy.co.uk)

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

## Definition of Complaint

Budget Energy use the Utility Regulators definition of Complaint.

The expression (through various possible channels: letter, email, phone call or physical claim) of a person's dissatisfaction.

## How to Make a Complaint

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

**Telephone:**  
The quickest way to get a resolution is to phone us on our Freephone number on 0800 012 11 77

We are open Monday to Friday from 8am - 6pm. These calls will be free however you may be charged if you use a mobile phone.

**Email:**  
You can send an email to: [info@budgetenergy.co.uk](mailto:info@budgetenergy.co.uk)

**Address:**  
You can send a written request to:  
Customer Service  
Budget Energy Ltd,  
Floor 1, Springtown Business Park  
141 Northland Road, BT48 OGY

## 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.

On receipt of a complaint, every member of staff is committed to:

- Dealing with the complaint quickly and sympathetically
- Dealing with customers with the utmost respect and confidentiality
- Finding a fair solution to the complaint
- Apologising for any mistakes that were made: and
- Learning and adopting changes needed to improve our service

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 5 working days. This acknowledgement and any contact from Budget Energy 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.

Budget Energy endeavours to investigate and resolve all complaints within 10 working days. If we cannot resolve the complaint within 10 working days, we will agree a time frame for resolution with the customer. Budget Energy will endeavour to resolve the complaint which shall not be longer than three months.

## 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 via your preferred contact method at each and every stage of your complaint through to resolution

## Customers in Vulnerable Circumstances

If you are a customer of pensionable age, disabled or chronically sick you can register with us on our Customer Care Register. This allows us to make sure you are receiving any of the relevant special services we provide to customers who are of pensionable age or disabled or chronically sick. This service is free of charge.

This includes customers who are or have:

- Blind or visually impaired
- Chronically sick
- Deaf or hard of hearing
- Dexterity impaired
- Language difficulty
- Learning disability
- Mental health disorder
- Mobility or physically disabled
- Of state pensionable age
- Speech impaired

For more information on advice and services provided please download a copy of our Code of Practice on Provision of Services for Persons Who Are of Pensionable Age or Disabled or Chronically Sick from our website or request a free copy.

Budget Energy will ensure that when a complaint is made by a customer who finds themselves in a vulnerable circumstance, we will take all necessary steps to ensure the complaint is handled as appropriately and promptly as possible.

In the case of a customer in vulnerable circumstances, their complaint will be dealt with on a priority basis. At the point of receipt their complaint will automatically be escalated to a line manager in order to expedite the complaint so that it is resolved within 7 days.

If a customer has appointed someone to represent them or make the complaint on their behalf, their complaint will still be dealt with on a priority basis. We will also clarify the most appropriate means of communication for responding to complaints from customers in vulnerable circumstances based on any difficulties they may face.

## Resolution of Complaint

Budget Energy will consider the detail of each complaint and depending on the nature of the complaint, we have several outcomes available:

- A formal 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 by way of a refund, goodwill gesture or credit on the customer's account if appropriate

## Compensation

In accordance with condition 29 of our supply license, if we fail to meet our commitments as set out in our Code of Practice on Complaints Handling, £25.00 will be applied to your account within 10 working days of agreeing that we have failed to meet our commitments.

## Refund

Following the resolution of the complaint, if a refund is due on your account, it will be issued within 45 working days from the resolution date. 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).

## Escalation of a complaint

Budget Energy will close a complaint whenever we are certain that it has been fully investigated and a satisfactory outcome has been achieved. Every complainant will receive confirmation of closure. This will generally be made through the means by which the complaint was made.

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 Legal and Compliance Department.

If you are not satisfied with our attempt to resolve your complaint you can contact the Consumer Council for Northern Ireland. This is an independent body with statutory remit to represent electricity customers that seek to resolve complaints and offer advice free of charge. You can contact the Consumer Council at any time, their contact details are as follows:

- 📞 **Telephone:** 0800 121 6022
- ✉️ **Email:** [complaints@consumercouncil.org.uk](mailto:complaints@consumercouncil.org.uk)
- 🌐 **Website:** [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)
- 📍 **Address:** Floor 3, Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN
- 📠 **Fax:** (your query or complaint to) 028 90 251 663

This Code of Practice is available in alternative formats upon request.

This does not affect your statutory rights to refer your case to court.

