



Code of Practice for Complaints Handling Procedure

This code of practice is applicable to all of our domestic and industrial and commercial customers. Go Power is committed to the highest level of customer service excellence. We will provide our customers with efficient and timely customer enquiry handling.

We strive to get it right for customers. However, if you feel that we have not served you as well as you deserve, we would like you to make us aware so we can ensure that the issue is handled correctly and that it will not happen again.

If you have a complaint, we will:

- Deal with your complaint as quickly and efficiently as possible
- Find a solution to your complaint that ensures it has been fully resolved
- Apologise for any mistakes that are made
- Give you a full explanation
- Take appropriate actions to put things right
- Award compensation in appropriate circumstances

Customers can receive a copy of this code of practice upon request and free of charge.

We will do our best to help vulnerable customers to complain.

We will:

- Provide services which will enable a customer who is visually impaired to receive, by means that are readily accessible to customers, information about any bill or statement relating to the supply of gas or any other services provided to the customer
- Make available facilities which will assist any customer who is visually impaired or hearing impaired to enquire or complain about any bill or statement relating to the supply of gas
- Not disconnect you in any month from 1st October to 31st March, if they have unpaid bills for the supply of gas if the customer at the premises is;
 - Of Pensionable age,
 - Disabled or chronically sick; and
 - Lives alone or only with other persons who are of pensionable age, disabled or under the age of 18.

How to make a Complaint

To allow us to deal with your complaint efficiently, you can contact us by either of the following options;

The quickest way to resolve your query is to call us on 028 8676 0600 Monday to Friday 09:00 to 17:30.

If you have a query outside of these hours you can leave us a voicemail and we will respond to you as quickly as we can.

Email us at: [**support@gopower.energy**](mailto:support@gopower.energy)

If you choose to write to us, you can request for your complaint to be reviewed by our Customer Service Department. Please write to us at:

Customer Service Department
Go Power Head Office
LCC House,
1 Lissan Road,
Cookstown,
Co. Tyrone, N.Ireland
BT80 8EN

Visit us online [**www.gopower.co.uk**](http://www.gopower.co.uk)

How We Will Handle Your Complaint

We take every complaint seriously and work with our customers to try and reach a reasonable solution as promptly as we can. We will review your complaint and the history on your account. This will ensure the Customer Service representative has all the relevant information to resolve your query as efficiently as possible. We will acknowledge complaints within 5 working days and aim to resolve all complaints within 10 working days and resolution shall be no longer than a maximum of three months depending on the complexity of the complaint.

In some cases, issues may be beyond our immediate control and your complaint cannot be resolved there and then. We will firstly explain why your complaint cannot be resolved right away and highlight how we propose to resolve it. We will always:

- Log all complaints with a customer reference number and customer agent. Your details will remain private (we ensure we work within your rights under the Data Protection Act)
- Make a written record of your complaint the day that it was received
- Make a record of the identity and contact details of the relevant person making the complaint or on whose behalf the complaint is made
- Record a summary of the complaint and any advice given or taken
- Keep you informed of progress
- Whether the complaint was resolved and if so the date it was resolved
- Make a record of the complaint if it remains unresolved, if so we will record the date the consumer was advised that they may pursue the complaint through the Consumer Council
- Where applicable, we will suspend payment of the bill and all credit actions until the issue is resolved

Once your complaint has been resolved. We will:

- Issue a written apology on behalf of Go Power with a full explanation on the details of the complaint. This will include all steps taken from the point the complaint was raised until it was resolved. We will provide you with a detailed timeline clearly outlining the length of time it took us to resolve your complaint.
- Ask you if you are fully satisfied with the outcome of the complaint and always give you the option to re-open the case should you feel you need more information or, if you feel dissatisfied with the final resolution of your complaint.

If you still remain dissatisfied with the outcome of your complaint or feel that it has not been adequately dealt with, you can contact the Customer Service agent dealing with your query.

If the Customer Service agent dealing with your complaint is unable to resolve your query they will transfer you to the Customer Service Manager without further dispute.

If your issue remains unresolved, you can refer your complaint to the Managing Director for further review by using the contact details above.

If at any time you are unhappy with our response, you can contact the Consumer Council for Northern Ireland. This is a free and independent body which has the power to resolve customer disputes. Please note that your rights to proceed with any legal action are not affected should you request a referral to the Consumer Council and remain dissatisfied with the outcome.

Please note that your right to go to court, if you deem the solution to your complaint unsatisfactory, is not affected by this complaint handling procedure.

Any customer can avail of our complaints handling procedure as set out in this Code of Practice at no cost to themselves.

Consumer Council for Northern Ireland

Address Floor 3, Seatem House

 28-32 Alfred Street

 Belfast

 BT2 8EN

Email: contact@consumercouncil.org.uk

Website: www.consumercouncil.org.uk

Telephone: 0800 121 6022

A copy of this document can be obtained free of charge upon customer request or where appropriate in an alternative format Please contact us via telephone, e-mail or post.

Customer Helpline on 028 8676 0600

Lines open Monday to Friday 09:00- 17:30

www.gopower.co.uk

Response to Your Complaint

Most complaints or queries can be resolved over the phone immediately. However if we cannot resolve your complaint or query immediately, we will inform you how we propose to resolve it.

We aim to resolve all complaints within 10 days. We will respond to your complaint or query by which ever method you contact us on; either written letter, email or over the phone.

We will compensate you if we fail to meet our obligations as set out in this Code of Practice. £30 will be applied to your account within 10 working days of Go Power agreeing that we failed to meet our commitments.

If a refund is due on your account following the resolution of your complaint, it will be issued within 45 working days from when the issue was resolved. This will be issued to you by the same payment method used to pay your bills such as direct debit, card payment or cheque.

As a gas supplier, Go Power has taken into account the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014 when establishing the timeframes and compensation arrangements for dealing with complaints.