

What to do if you have a complaint about buses, trains, planes, ferries, natural gas, electricity, coal or water:

Did you contact the company to give them a chance to resolve the complaint?

No

Yes

Contact the company first and if you are not satisfied, we can act on your behalf

If you are not satisfied we will contact the company on your behalf to investigate your complaint and seek a resolution

We will only close the complaint when we think that the company has provided a satisfactory response

0800 121 6022
complaints@consumercouncil.org.uk

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

Telephone: 0800 121 6022
Textphone: 028 9025 1600
Fax: 028 9025 1663
Email: complaints@consumercouncil.org.uk
Website: www.consumercouncil.org.uk

This leaflet is also available in other formats on request.



Consumer Council Northern Ireland



Consumer Council




Got a complaint?
The Consumer Council can help

The Consumer Council handles complaints about buses, trains, planes, ferries, natural gas, electricity, coal and water. We also represent postal consumers, providing independent advice and guidance on postal service complaints.



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Got a complaint about buses, trains, planes, ferries, natural gas, electricity, coal and water?



STEP 1 – Contact the company first - they may be able to solve the problem.

STEP 2 – If the company does not solve the problem or you are not happy with their response, contact us. We have the legal power to act on your behalf and investigate your complaint.

How can I make a complaint?





You can make your complaint by telephone, letter, email or online.

Can someone else make a complaint for me?

Yes. If you want someone else to act on your behalf, just give us your permission in writing.



What happens when we investigate your complaint?

-  We will contact the company with specific questions about your complaint and discuss how it can be resolved.
-  We will work on your behalf to achieve a fair and satisfactory response.
-  We will keep you informed at every step of the complaint.
-  Electricity, natural gas and water companies have ten days to respond to us and transport companies have fifteen.

How can we improve our service?

At the end of your complaint we will ask you what you thought of our service. We welcome your comments, good or bad!

What if at the end of my complaint I'm not satisfied with the Consumer Council's service?

You should contact the Chief Executive of the Consumer Council. We will acknowledge your complaint within two days. After a full investigation, we will explain what happened. If we have made a mistake, we will apologise and put things right if we can.

If you remain unsatisfied with the level of service from the Consumer Council, you can ask the Northern Ireland Public Services Ombudsman to investigate our handling of your complaint.

Chief Executive
Consumer Council
Floor 3
Seatem House
28-32 Alfred Street
Belfast, BT2 8EN
Tel: 028 9025 1600

Freepost NIPSO
or
The Northern Ireland Public
Services Ombudsman
Progressive House
33 Wellington Place
Belfast BT1 6HN