

# How to complain effectively

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Find out how to make a complaint to any service provider.

As a consumer, you're entitled to a fair and high-quality service. If something's gone wrong with a postal services, energy, water or transport company in Northern Ireland, you should contact them straight away to give them the opportunity to put things right.

# How to complain effectively

Follow the steps below on how to complain properly:

- if something has gone wrong, contact the company straight away
- ask the company for a copy of their complaints procedure so you can be sure that they are handling your complaint correctly
- if you are complaining by telephone, take notes of the call. Make a note of the person's name that you are speaking to, what they say, what you say. Make a note of what you want to say and how you want the problem to be solved
- make sure you have the necessary documents from the company ready (bills, letters etc). The documents may have a reference number that you may need when speaking to the company
- have a pen and paper ready so you can note the person's name you were talking to, and a record of what they said
- if you are making a complaint by telephone, follow it up with a letter, or email especially if your complaint is serious
- if you decide to complain by letter first, ensure that you explain the problem fully, what action you have taken so far, who you dealt with and what happened as a result. [We have template letters that can help.](#)
- always make a copy of anything you send and always keep the original documents
- if you become involved in a dispute with your energy company, it is important to make a note of meter readings and the dates they were taken

## What resolutions you can expect from the company

- an apology
- an explanation of what went wrong
- a solution to an outstanding problem
- a financial reward
- an operational or policy change within the company/sector

## When to raise a complaint to the Consumer Council

If you have raised a complaint with the company and allowed them time to respond, and have either not received a response or are unhappy with the response, we may be able to help.

[Submit your complaint to us online.](#)