

Our complaint handling process

The information below explains our complaint handling process and what we'll do when you contact us.

What happens when you contact us

When you contact us, we will:

- request copies of all communication between you and the company about your complaint
- communicate with you in a way that suits you, either telephone, letter, email, or in person
- review the details of your complaint and let you know if we believe a positive resolution can be achieved
- contact the company and discuss how we can resolve your complaint
- work on your behalf to achieve a fair and satisfactory response
- let you know what you can expect from the company
- keep you informed every step of the complaint and let you see the response from the company, to check that you are happy with it

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

We've built our processes around consumers, and we do what we can to help you. Read our [standards of service](#) that you can expect when you contact us.

Managing your expectations

We will manage your expectations from the beginning of investigating your complaint. We have statutory powers to investigate complaints about energy, water, transport and postal services in Northern Ireland. However, we can't guarantee what the outcome of our investigation will be, or compel companies or organisations to take certain actions in the resolution of a complaint.

How we have helped consumers like you

We have helped thousands of consumers in Northern Ireland, returning millions of pounds to the pockets of local people – from airline refunds, to fixing electricity billing issues. Take a look at [examples of our work here](#), to see what we can help you with.

If you are unhappy with our service

If you're unhappy with our service or how we investigated your complaint, please let us know.

[View our complaints procedure.](#)