



Code of Practice on
Complaints Handling

Last Updated 23/04/25

Complaints Handling

1.1. Got a complaint? Tell us what's on your mind

We aim to deliver exceptional service to you, our valued customer. So, if we haven't done this, please let us know. There are a number of ways you can contact us:

Web: www.share-energy.com

Email: nothappy@share-energy.com

Freephone: **0808 304 9870** – Mon. to Fri. 8am–7pm, Sat. 9am – 1pm

By Post: Share Energy, Catalyst Inc, Bay Road, Derry/Londonderry, BT48 7TG.

We will take a detailed note of your complaint for our investigation. Our team 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

Where a person who is of pensionable age, disabled or chronically sick or has other specific needs or someone representing such a person makes a complaint, Share Energy will take additional steps as deemed necessary or appropriate to help the person resolve the complaint in an appropriate and prompt manner.

1.2. What happens after you share your complaint with us?

We will investigate your complaint and work with you to find a resolution. The key steps we will follow are:

- Acknowledgment your complaint within 5 working days.

- We will aim to have the complaint resolved to everyone's satisfaction within 10 working days.
- In the unlikely event we don't get it resolved within 10 working days it will not exceed 3 months.

1.3. Our promise to you

- Take the appropriate action
- Provide an apology
- Give you a full explanation
- Take appropriate remedial action to resolve the complaint
- Award compensation if appropriate

1.4. Independent advice

In the unlikely event that we don't find a resolution to your complaint, or if you are unhappy with our response, you can contact the Consumer Council.

Consumer Council for Northern Ireland

The Consumer Council for Northern Ireland (CCNI) provide free, independent support and advice for all consumers and businesses in Northern Ireland. They also have powers to investigate complaints about energy, water, transport and postal services and undertake research to understand local consumer issues. You can reach them at:

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

Web: www.consumercouncil.org.uk

Email: contact@consumercouncil.org.uk

Tel: **0800 121 6022**

If the Consumer Council is unable to help with your billing complaint, you can also raise the issue with the Utility Regulator by calling **028 9031 1575** or emailing info@uregni.gov.uk

Raising your complaint with the Consumer Council does not affect your right to take the matter to court.

