



**COMMUNITY
POWER**

Code of Practice on Complaints



Complaints

At *Community Power*, our main priority is you, our customer. We pride ourselves on providing you with excellent customer service and ensuring your expectations of what it means to be a *Community Power* customer are met. However, there are times where things may still go wrong and expectations may not be met. In those instances, this code of practice advises you on how to raise a complaint, what you can expect from our complaints process as well as our commitment to you regarding the resolution of the complaint.

What is a complaint?

We define a complaint as your expression (through various possible channels such as letter, email, phone call, physical claim) of dissatisfaction and your explicit request for a response or resolution.

Who can complain?

We will deal with all reasonable complaints. Anyone who is a named account holder – whether individually or jointly - can make a complaint. We will also deal with complaints from recognized agencies or third parties who are confirmed and acknowledged as acting on behalf of our customers. A customer of another supplier can complain to *Community Power* about a *Community Power* representative, for example regarding a marketing campaign or door to door campaign.

How do I complain?

If you are unhappy with our service, then our contact details are as follows:



info@communitypower.ie



+353 67 56005



93 Silver Street, Nenagh, Tipperary

When contacting us, please ensure that you include your name, mobile phone number, account number and as much detail as possible about the issue.

We understand that some customers may have additional communication needs and that all customers may not be comfortable communicating in English. We encourage you to either contact us in writing or feel free to request the help of a friend or representative who is able to explain your concern to us. We will require your consent to engage with your representative. Our aim is to do whatever is required to ensure we understand and resolve your concerns.

What you can expect from us when raising a complaint

We commit to supporting your complaint fairly and respectfully by:

- * Providing friendly, sympathetic representatives to answer your call or deal with and log your complaint.
- * Providing an explanation of what the issue was leading to your complaint.
- * Treating your complaint in a confidential manner.
- * Responding to your complaint within 10 working days if sent to us by email or post.
- * Attempting to resolve your issue at the first point of contact.
- * Implementing our clear escalation process if required which ensures your complaint is examined at the next level if not resolved at the first point of contact.
- * Keeping you informed of the progress of your complaint.
- * Resolving your complaint within 2 months of it being logged (on condition that we have been able to engage fully with you in order to resolve appropriately and that technical limitations don't require longer assessment)
- * Providing you with written confirmation of the complaint resolution and closure within our process.
- * Ensuring you are aware of your right to contact the CRU Energy Customer Team if you are still unhappy with the complaint and our resolution. We will provide contact details of the CRU (Commission for Regulation of Utilities) department to contact
- * Ensuring, where your complaint was upheld by us, that you receive your Charter payment and/or any additional compensation agreed as a credit to your electricity account within one billing period. If you have moved away from *Community Power*, we can provide an alternative method of issuing your credit i.e. Bank Transfer and will engage with you to ensure successful receipt.

Our complaints process

We have tried to make our complaints process clear and straight forward, intending it to be easy to use and follow. We aim to resolve your complaint through our 3-step process within two months from complaint receipt. This is conditional on you engaging with us throughout the process and that technical procedures which may extend the time necessary to reach resolution, are not required.

Step 1 – Getting in touch with us

- * You will get in touch with us via the methods described above.
- * We will issue an apology for the complaint you have experienced.
- * We will log your complaint in our system including details, contact information (mobile number is important to ensure timeous communication on issue) and anything relevant necessary to resolve your complaint.
- * We will confirm receipt of email complaint within 2 working days from receiving email.
- * We will attempt to resolve your issue immediately over the phone or within 10 days from receipt of email/letter.
- * If you are satisfied with the resolution of the complaint at this stage, it will be closed.
- * If you are not satisfied with the resolution, we will progress your complaint to the next stage.

Step 2 – First escalation

- * The unresolved complaint will be marked as such in our system and escalated to our acting customer care supervisor as the first escalation point.
- * Our acting customer care supervisor will contact you within 48hrs of the escalated complaint being passed to them. They will provide you with a proposed resolution or identified next steps in order to attempt resolution along with their name and contact details.
- * *Community Power* commits to resolve the complaint within 10 days from receipt of escalation on the basis that the customer is able to engage throughout and that no technical issues arise preventing resolution within this timeframe. If further investigation or resolution steps are required following the 10 days, this will be clearly explained to you with reasons why more time is necessary.
- * We will keep you updated on progress until we provide you with a resolution.
- * If you are satisfied with the resolution of the complaint at this stage, it will be closed.
- * If you are not satisfied with the resolution, we will progress your complaint to the next stage.

Step 3 – Second escalation

- * Your unresolved complaint is escalated to the general manager of *Community Power* to evaluate all details relating to your issue.
- * You will be contacted within 48 hours with either a resolution or further investigation required along with the name and contact details of the general manager.
- * We commit to providing a resolution within 10 working days from escalation to the general manager. The resolution at this stage will be the final position provided by *Community Power*.
- * If you are satisfied with the resolution of the complaint at this stage, it will be closed.
- * If you are not satisfied with the proposed resolution at this stage, we will write to you giving written notice of the closure of your complaint and the proposed final resolution from a *Community Power* perspective. This notice will either be by letter or email and will include details of the CRU's Customer Care Team, to who you are entitled to escalate your complaint to at this stage.

How the CRU can help

If you are still not satisfied that your complaint has been dealt with and have received written notification of the closure of the complaint from *Community Power*, the matter can be referred to the Commission for regulation of Utilities (CRU) for a final review.

The CRU operates as an independent review body and issues rulings on complaints on a case by case basis.

Your complaint may only be handled by the CRU after it has gone through all the steps of *Community Power's* complaints handling procedure.

The office of the Commission for Regulation of Utilities (CRU) can be contacted using the following:



1890 404 404



customer@cru.ie



www.cru.ie



Customer Care Team, Commission for regulations, PO Box 11934, Dublin 24

Following review of the complaint, the CRU may determine that you are due compensation or some form of redress from us. Once we have received direction from the CRU, we commit to making payment or following direction within 14 days or crediting your account within one billing period.



What we cannot cover

It is only possible for CP to manage a complaint against CP and it is important to note we cannot resolve queries relating to ESB Networks service such as outages, metering issues/faults, connection times/costs, quality of supply or fault repairs. We will advise who to contact in the relevant organisation if the complaint does not relate the service provision offered by CP.

Our commitment

Our aim is always to provide the best possible service to you. If, however, we do not meet any of the above commitments within this code, you are entitled to apply for compensation under the terms of our customer charter, setting out why you believe we have not followed this code.

Where we agree that you are entitled to receive a Charter payment, the amount will be credited to your electricity account within one billing period.

If you are no longer an account holder with *Community Power*, we will arrange an alternative method of awarding your charter payment within 10 working days.

CRU sign-off

This Code has been approved by the Commission for Regulation of Utilities (CRU) on 25.11.2019

Data protection

Community Power respects the rights of our customers under GDPR legislation. Please view our privacy policy on our website www.CommunityPower.ie. We will only ever use personal information for marketing purposes in accordance with this Code and in alignment with your marketing preferences.

Contact us

Please contact us at the below details if you have any query or concern in relation to our code of practice.

 info@communitypower.ie

 +353 67 56005

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