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# Complaint Handling & Dispute Resolution

Glowpower  
r May 2020

## **Introduction**

This is a summary of our complaint handling process for customers. It outlines how we handle complaints, and is intended especially for our past, current and prospective customers, our own staff and other interested parties. Our goal is to provide you with an outline of our complaint handling procedure that is:

- Easy to follow
- Manages all complaints fairly and transparently
- Outlines further avenues of escalation for you to access should we not be able to resolve your complaint satisfactorily

## **Complaints- definition and our goal**

What is a complaint?

A complaint is an expression of dissatisfaction or a grievance about Glowpower. A complaint gives a company the opportunity to identify and address issues of which it may be unaware.

As our customer or former customer, you have the right to make a complaint. Our goal is to keep prospective customers as well as our current customers satisfied, and that means as few complaints as possible, and that any complaints that do arise are dealt with openly, fairly and promptly.

To support that goal, our complaints process is approved by our Chief Executive Officer (or equivalent), who is responsible for ensuring its implementation, operation and compliance in accordance with any regulation or guidelines.

In dealing with you about complaints, we will use everyday language.

## **Resolving complaints**

A complaint is resolved when it is brought to a conclusion in accordance with the any relevant industry Guidelines (whether or not in your favour).

When we propose a 'resolution' to you, we are suggesting how to solve your complaint.

We aren't required to action that proposed resolution unless and until you accept it..

When your complaint is resolved, we must advise you in writing.

## **Actioning a resolution**

We will action an agreed resolution within ten days from the time your complaint is acknowledged unless:

- we agree otherwise with you; or
- you have not done something that is necessary for us to do our part.

## **Accessing our complaints process Making a complaint**

You can make a complaint by letter, telephone, online or email. The numbers and addresses are at the end of this document. Customer complaints received from recognised agencies or a third party will be dealt with where the person making the complaint has appropriate authority to act on behalf of the customer.



We endeavor to assist customers whose first language is not English.

### **If you need assistance**

We will assist you to formulate, lodge and progress a complaint if you need help, especially because of disability and difficulties with English. Just let our Customer Care staff know you want help and, if you can't tell us in that way:

- write or email your request to our address at the end of this document; or
- contact us through your Authorised Representative or Advocate;

An 'Authorised Representative' is a person you have appointed and delegated to deal with us, on your behalf, with some authority over your account

An 'Advocate' is a person you have appointed to deal with us, on your behalf, but without any authority over your account.

You can make a complaint through an Authorised Representative or an Advocate.

### **Response times**

While we will strive to solve your complaint as soon as practicable, we are committed to certain maximum response times as detailed below:

### **Acknowledgment**

- If you make a complaint in person or by telephone to a 'live' staff member, we will acknowledge it immediately.
- If you make a complaint by email, or through our website or another customer service website we approve, or by paper post, or by a telephone message recording system, we will acknowledge it within two working days.

When we acknowledge your complaint, we will give you:

- a unique Case Reference that you can use to identify the complaint in later contacts with us;
- an indicative timeframe to resolve the complaint; and
- Information on how to obtain this Complaint Handling Process Summary.

### **First contact resolution**

Whenever possible, we will strive to resolve your complaint on first contact.

### **Proposing a resolution**

If we do not believe we can resolve your complaint within 10 days from the date of acknowledgement of your complaint, we will advise you within those periods:

- why there is a delay; and
- the new timeframe that will apply to the resolution of your complaint;

## Dealing with you and your complaint

Your complaint must be resolved objectively, efficiently and fairly and our staff must treat you courteously.

### Investigation and resolution

Depending on the nature and scope of your complaint we may provide one or more of the following resolutions:

- An explanation regarding your complaint
- An apology verbal or written including an outline of any measures taken or changes put in place to ensure the same complaint does not happen again
- Financial compensation if it is determined that we have not adhered to our own Codes of Practices and commitments to you as a customer

### Internal prioritisation

We will investigate your complaint in a way that is proportionate to its seriousness. We are flexible in the way we prioritise complaint processing, because special circumstances can apply. But in normal circumstances:

- Urgent complaints have highest priority.
- Complaints involving services to customers with significant health problems, or the care of young children or who are in remote locations or who are aged are prioritised next.
- Complaints that are approaching, or have exceeded maximum response times are prioritized next.

We can often only know about these, or other important factors, if you tell us. You can alert us by any of the contact channels through which you can lodge a complaint.

### Internal escalation

if you are dissatisfied during the investigation process at any stage due to any of the following:

- Your complaint has not been responded to within our stated response times (see our customer charter); or
- You are not happy with the initial response provided by our first contact agent

You can request to have your complaint escalated.

For your information, internal escalation and management may not accelerate resolution if the complaint is not urgent and it's processing already meets the applicable standards and is within the permitted maximum response time/s.

A complaint will be automatically escalated if:

- a maximum response time has been exceeded;
- it becomes urgent
- you notify us of another factor that increases the seriousness of your complaint or the need for expedited resolution.

You can request escalation through any of the contact channels through which you can lodge a complaint.

When a complaint is escalated at any stage we will aim to resolve your complaint within 5 days of of the date that the complaint was escalated..

#### **Glowpower Complaint escalation contact**

- Name: Complaints Manager
- Email address: [customerservice@glowpower.ie](mailto:customerservice@glowpower.ie)

#### **Appropriate resolution**

We will resolve your complaint appropriately and:

- we ensure that our Customer Care staff are trained to understand the potential remedies available to resolve complaints;
- any remedy we offer will be tailored to the root cause of the complaint, and to your circumstances (if you have told us about them);
  - our Customer Care staff and management will monitor complaints to assess if they indicate wider issues, and, if so, address the root cause;
  - we will resolve billing errors in current bills.

#### **Advising you of resolution**

As soon as practicable after we finish investigating your complaint, we will advise you of the final resolution in writing.

We will provide a final answer to your complaint within two months, except in cases where the customer is not engaging with us, or technical procedures are needed that would extend the time required to reach a decision.

This will include the contact details for the Customer Care team at the CRU if you are not happy with any agreed resolution.

Our goal is to provide solutions that leave everybody happy. If we cannot achieve this when we close your complaint we will provide written notice of such closure and provide you with the details of the CRU's customer Care team in case you would like to escalate any matters further. We will also close a complaint if you do not respond to our resolution.

### **Credit management action suspended**

We will not take credit management action over a disputed amount if you have made a complaint and we know:

- it has not been resolved to your satisfaction; and
- it is being investigated by us or the CRU or some other recognized third party.

### **Legal action delayed**

We will not start legal proceedings over a matter that has been subject to a complaint:

- while we are handling the complaint internally; or
- within seven working days after we advise you of the outcome of the complaint.

### **Urgent complaints**

A complaint you make is treated as urgent if:

- disconnection of a service is imminent or has occurred and where due process has not been followed; or
- you are a Priority Service Customer (under our Vulnerable Customer Code of Practice) and the complaint relates to the service for which you receive Priority Assistance. or
- you are a Vulnerable customer who is registered on our Priority Service Register (under our Vulnerable Customer Code of Practice).

Our Customer Care staff is trained to watch for these factors and must flag a complaint as urgent if any of them are seen to apply.

### **How urgent complaints are treated differently**

Within two days of acknowledging your urgent complaint, we will either propose a resolution or advise you why there will be a delay and how long it is likely to be. If you accept a resolution that we propose we will action the urgent aspects of it as a priority.

### **Monitoring the progress of your complaint**

You can monitor the progress of your complaint by calling Glowpower's Customer Care and quoting your Case Reference number.



### Limit on cancelling service

If:

- you make a complaint; and
- it hasn't been resolved with us; and
- you pursue external dispute resolution–

We must not cancel your service for those reasons alone.

### External Escalation

You feel that your complaint has still not been satisfactorily resolved, you may refer the matter to the Commission for Regulation of Utilities (CRU) Customer Care Team.

Customer Care Team Commission for Regulation of Utilities  
P.O. Box 11934, Dublin 24  
Online: [www.cru.ie/customer-care](http://www.cru.ie/customer-care) Phone: 1890 404 404  
Email: [customercare@cru.ie](mailto:customercare@cru.ie)

### Commitment

If we believe that we have breached our Code of Practice on complaints handling, you will be eligible for a payment of €30. We will credit this amount to your electricity account within 14 days if required and It is found that we have breached the Code of Practice on complaints handling.

In circumstances where the CRU has issued a direction for compensation or redress, we commit to making payment to you within 14 days or within one billing period where compensation or redress is in the form of credit to your account.

### Glowower Contact Details:

1-960-9690 9.30am – 5.00pm Monday to Friday

[customerservice@glowpower.ie](mailto:customerservice@glowpower.ie)

[www.glowpower.ie](http://www.glowpower.ie)

Correspondence address: 20 Harcourt ST Dublin 2, D02 H364. Ireland.

### CRU details

Customer Care Team  
Commission for  
Regulation of Utilities  
PO Box 11934  
Dublin 24

Tel: 1890 404 404  
Fax: 01 4000 850  
Email:

[customercare@cru.ie](mailto:customercare@cru.ie) Web: [www.cru.ie](http://www.cru.ie)