

# OUR CODE OF PRACTICE ON MAKING A COMPLAINT.

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At Northern Ireland Electricity Networks, customer service is a top priority. If you're unhappy with any aspect of our service, this factsheet explains how you can make a complaint.

At NIE Networks, we are dedicated to resolving complaints fairly and efficiently, with the goal of achieving a satisfactory outcome for our customers.

We also use feedback from complaints to improve our service and prevent similar issues from happening in the future.

While we strive to resolve complaints quickly, some cases may require further investigation. In such instances, we will update you within 10 working days.

## HOW TO MAKE A COMPLAINT


-  **Facebook :** <https://m.me/NIENetworks>
-  **WhatsApp :** <https://w.app/NIENetworks>
-  **Email :** [customercontact@nienetworks.co.uk](mailto:customercontact@nienetworks.co.uk)
-  **Online :** [www.nienetworks.co.uk/complaints](http://www.nienetworks.co.uk/complaints)
-  **Phone :** 03457 643643
-  **In Writing :** Customer Relations Manager  
NIE Networks Limited, Carn Industrial  
Estate, Portadown, BT63 5QJ

## WHAT IF I AM STILL UNHAPPY?

If you remain dissatisfied with our decision, you can request a further review by submitting a written request to: Managing Director, NIE Networks Limited, 120 Malone Road, Belfast, BT9 5HT

## CONTACT THE CONSUMER COUNCIL

If your complaint isn't resolved to your satisfaction or you're unhappy with our response at any time, the Consumer Council, an independent body, may be able to assist:

 **Phone :** 0800 121 6022

 **Online :** <https://www.consumercouncil.org.uk>

 **In Writing :** The Consumer Council,  
Floor 3, Seatem House, 28-32 Alfred Street,  
Belfast, BT2 8EN

