



Making a complaint

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At Northern Ireland Electricity Networks, customer service is very important to us. However, if you are unhappy with any aspect of our customer service this factsheet will explain the different ways you can submit your complaint.

How to submit a complaint?

- Online: visit nienetworks.co.uk/complaints
- By phone: our customer helpline, 03457 643 643, is open from 8.30am - 5pm, Monday to Friday.
- In writing:

Customer Relations Manager
Northern Ireland Electricity Networks Limited
Carn Industrial Estate
Portadown, BT63 5QJ

What if I am still unhappy?

- If you are not happy with our decision you can ask, in writing, for your complaint to be looked at again by contacting:

Managing Director
Northern Ireland Electricity Networks Limited
120 Malone Road, Belfast, BT9 5HT

Contact the Consumer Council

If your complaint is not resolved to your satisfaction or if at any time you are unhappy with our response, the Consumer Council, an independent body, may be able to help:

- Online - consumercouncil.org.uk/complaints
- By phone - 0800 121 6022
- In writing:

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

How do we deal with complaints?

At NIE Networks, we promise to deal fairly and effectively with your complaint and do everything we can to reach a satisfactory outcome for our customers.

We aim to learn from complaints, to improve our service and prevent their recurrence.

Although we will make every effort to address your complaint and provide you with an answer as quickly as possible, sometimes a complaint will need further investigation. In these cases we will advise you within 10 working days.



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www.nienetworks.co.uk/contact-us