

Customer  
information



Gas  
Networks  
Ireland

# Customer Complaint Handling Procedure

[gasnetworks.ie](http://gasnetworks.ie)

## Introduction

Under the terms of the Natural Gas Distribution Licence, Gas Networks Ireland publishes a Complaint Handling Procedure as agreed with the Commission for Regulation of Utilities (CRU). This leaflet outlines how Gas Networks Ireland handles customer complaints.

### Scope

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This procedure covers customer complaints received by Gas Networks Ireland which are an expression (through various channels, letters, email, phone calls, physical claims) of a customers' dissatisfaction and his/her expectation for a response or resolution.

## Main principles

We at Gas Networks Ireland always listen to our customers and we use their valuable feedback to improve our service.

As an organisation, we are committed to:

- Ensuring safety is the priority
- Operating a secure, reliable and well maintained system
- Treating people fairly, ethically and with courtesy at all times
- Preserving the confidentiality of the customer unless they request otherwise.

## Complaint handling procedure

Complaints should be resolved directly with Gas Networks Ireland in the first instance. However, if your complaint has not been resolved to your satisfaction, you are entitled to escalate your complaint to the CRU.

Our complaint handling procedure is outlined below.

### Step 1

In the event of dissatisfaction with any of the services provided by Gas Networks Ireland, you should contact Gas Networks Ireland through one of the following channels:

**Call** our Customer Care Team on **1800 464 464** (Monday to Friday 8am – 8pm and Saturday 9am – 5.30pm)

**Write to** Customer Care, Gas Networks Ireland, Networks Services Centre, St. Margaret's Road, Finglas, Dublin 11, D11 Y895

**Email us** at [networksinfo@gasnetworks.ie](mailto:networksinfo@gasnetworks.ie)

### Step 2

You will be contacted by telephone within 24 hours to acknowledge receipt of your complaint and we will provide you with a unique reference number.

### Step 3

A Gas Networks Ireland representative will contact you to agree a resolution. The majority of Gas Networks Ireland complaints are resolved within 10 working days. However, if your complaint requires a site visit and remedial work, the time-frame for resolution is 30 working days.

### Step 4

Gas Networks Ireland will contact you on the fourth working day to confirm that the complaint is being progressed to your satisfaction.

## Step 5

Once your complaint has been resolved, you will be contacted to ensure that you are satisfied with the outcome.

You may choose to contact the CRU if a satisfactory resolution cannot be reached. Contact details are available on the back page of this leaflet.

## Records

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Records of all complaints and resolutions are maintained by Gas Networks Ireland and are available to the CRU upon request.

## Vulnerable customers

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Vulnerable Customers will be dealt with in line with Gas Networks Ireland Vulnerable Customer Guide.

## Guaranteed standards

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Complaints are resolved in line with our Customer Charter Commitments. Procedures will comply with the Guaranteed Standards of Performance set out in compliance with the Distribution Licence, as approved by the CRU.

## Customer care information

- Gas Networks Ireland Customer Charter
  - Gas Networks Ireland Vulnerable Customer Guide
  - Gas Networks Ireland Disconnection Code of Practice
- These documents are available at: [gasnetworks.ie](https://www.gasnetworks.ie)

## Contact details

### Gas Networks Ireland

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**Call** our Customer Care Team **1800 464 464** (Monday to Friday 8am – 8pm and Saturday 9am – 5.30pm).

**Write to** Customer Care, Gas Networks Ireland, Networks Services Centre, St. Margaret's Road, Finglas, Dublin 11, D11 Y895

**Email** [networksinfo@gasnetworks.ie](mailto:networksinfo@gasnetworks.ie)

### CRU

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**Call** **1800 404 404**

**Write to** Customer Care Team, P.O. Box 11934, Dublin 24, D24 PXW0

**Email** [customercare@crui.ie](mailto:customercare@crui.ie)

**Visit** [www.cru.ie](http://www.cru.ie)



Gas  
Networks  
Ireland

The main contact details for Gas  
Networks Ireland are:

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**General Enquiries**

**1800 464 464**

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**24hr Emergency Service**

**1800 20 50 50**

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**networksinfo@gasnetworks.ie**

**@GasNetIRL**

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**gasnetworks.ie**