

At Electric Ireland Superhomes we set out to deliver the high standard of customer service outlined in our Customer Charter. For times that we have not achieved this level of service, please let us know immediately and we will deal with your complaint in confidence.

We have put in place a Customer Complaints Procedure which aims to ensure that complaints are dealt with in a consistent, fair and transparent manner.

If you are unhappy with any aspect of our service, please:

Phone us on 0818 600 700

Or

Email us at:

customercare@electricirelandsuperhomes.ie

OR

Send us a letter to:

Electric Ireland Superhomes

Thurles Chamber Enterprise Centre

TUS Thurles Campus

Thurles

County Tipperary

E41 T6K5

Issues and complaints will be acknowledged by email within 3 working days or by letter within 5 working days. Customers will be provided with a record of complaint by email or letter.

Issues and Complaints will be responded to, formally and in detail, within 10 working days. In cases where it is not possible to meet this target, an interim reply will be issued which will set out the reasons for the delay in issuing a detailed response.

If you are not satisfied with the response or resolution, we have an escalation procedure in place, which will be advised in our correspondence to you.

Please be assured that your complaint will be treated fairly and impartially and where an error has been made, an apology and explanation will be offered and every effort will be made to rectify the matter.

By raising an issue or making a complaint, there will be no adverse implications in relation to your future dealings with the Electric Ireland Superhomes.