



## 3.11.1 Complaints Against Safe Electric Scheme

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## Definitions

<b>1999 Act</b>	means the Electricity Regulation Act 1999 (as amended by the Act); Annual Inspection and Audit Programme means the report produced by the Body Performance Report under and in terms of Section B.3.5 of the Criteria Document;
<b>ACT</b>	means the Energy (Miscellaneous Provisions) Act 2006 (and any amendment thereto);
<b>Authorised Officer</b>	means an officer who has been appointed by the Commission under Section 9D(21) of the 1999 Act;
<b>Body</b>	means Safe Energy Ireland appointed by the Commission, pursuant to the Act, to act as an Electrical Safety Supervisory Body;
<b>Commission</b>	means the Commission for Energy Regulation as established further to the 1999 Act;
<b>Criteria Document</b>	means the Criteria Document which is specified and published by the Commission pursuant to the Act and as may be amended from time to time;
<b>CRU</b>	Commission for Regulation of Utilities
<b>Register</b>	means the Register of RECs published by the Body in accordance with Section B.5.2 of the Criteria Document;
<b>Registered Electrical Contractor or REC</b>	means any party who is registered by Safe Electric scheme pursuant to the Act and who has not had their Registration suspended or revoked by Safe Electric scheme;
<b>Safe Electric</b>	Safe Electric scheme
<b>Safe Electric scheme</b>	The Electric Safety Supervisory Body

## 1. Scope

This procedure addresses complaints received by the ESSB pertaining to how the Body operates. These complaints may be received from:

- Registered Electrical Contractors
- Customers
- Third Parties and
- General Public

Under the CRU Criteria Document section 5.3.4, the ESSB shall only be required to deal with complaints in so far as they relate to:

- (i) aspects relating to the regulation of RECs by the Body
- (ii) the operations of the Body

## 2. Policy

- 2.1 All complaints will be dealt with in a fair, timely and consistent manner.
- 2.2 All complaints will be acknowledged within three working days of receipt and resolved/ dealt with in a timely manner.
- 2.3 The complainant will be kept apprised of the status of the complaint investigation.

## 3. Procedure

The following is the procedure for dealing with complaints from any source against Safe Electric:

- When a complaint is received it is recorded and given a complaint number. Complaints should be in writing.
- The complaint file is then given to the General Manager.
- The matter is investigated by the General Manager by whatever means appropriate to the nature of the complaint.
- The General Manager will decide what action, if any, is necessary and implement such action and record the action taken.
- The General Manager will respond to the complainant and advise them of the action, if any, that has been taken.
- The complaint will then be filed.

The General Manager advises the Board of complaints received at a subsequent Board Meeting.

Complaints against Safe Electric are reviewed at Management Review Meetings and at the next scheduled Board Meeting.

**Associated Documentation:**

- Complaints against Safe Electric Form (R51)
- Complaints File
- Ancillary documentation and correspondence