

How to complain effectively

Find out how to make a complaint to any service provider.

As a consumer, you're entitled to a fair and high-quality service. If something's gone wrong with a postal services, energy, water or transport company in Northern Ireland, you should contact them straight away to give them the opportunity to put things right.

How to complain effectively

Follow the steps below on how to complain properly:

- if something has gone wrong, contact the company straight away
- ask the company for a copy of their complaints procedure so you can be sure that they are handling your complaint correctly
- if you are complaining by telephone, take notes of the call. Make a note of the person's name that you are speaking to, what they say, what you say. Make a note of what you want to say and how you want the problem to be solved
- make sure you have the necessary documents from the company ready (bills, letters etc). The documents may have a reference number that you may need when speaking to the company
- have a pen and paper ready so you can note the person's name you were talking to, and a record of what they said
- if you are making a complaint by telephone, follow it up with a letter, or email especially if your complaint is serious
- if you decide to complain by letter first, ensure that you explain the problem fully, what action you have taken so far, who you dealt with and what happened as a result. [We have template letters that can help.](#)
- always make a copy of anything you send and always keep the original documents
- if you become involved in a dispute with your energy company, it is important to make a note of meter readings and the dates they were taken

What resolutions you can expect from the company

- an apology
- an explanation of what went wrong
- a solution to an outstanding problem
- a financial reward
- an operational or policy change within the company/sector

When to raise a complaint to the Consumer Council

If you have raised a complaint with the company and allowed them time to respond, and have either not received a response or are unhappy with the response, we may be able to help.

[Submit your complaint to us online.](#)