



## 3.12 Complaints against RGI Scheme Procedure

### Version History:

| Version   | Date Released | Contributor(s) | Description   |
|-----------|---------------|----------------|---|
| Draft 1.0 | 12.12.2022    | SGS            | Initial SOP   |
| Draft 1.1 | 21/12/2022    | CRU            | Review and update of the terms depending on the context |

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1. Definitions

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| <b>Body / GSSB</b>                           | means Safe Energy Ireland appointed by the Commission, pursuant to the Act, to act as the Gas Safety Supervisory Body;                      |
| <b>Commission / CRU</b>                      | means the Commission for Regulation of Utilities 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>Customer</b>                              | means, as the case may be, a customer of an RGI or another Third Party;   |
| <b>Registered Gas Installer (RGI) Scheme</b> | means the gas statutory regulatory scheme.  |

## **2. Scope**

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

- Registered Gas Installers
- Customers
- Third Parties and
- General Public

Under the CRU Criteria Document Section B paragraph 5.3.3, the GSSB shall only be required to deal with complaints in so far as they relate to:

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

## **3. 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 appraised of the status of the complaint investigation.

## **4. Procedure**

The following is the procedure for dealing with complaints from any source against the RGI Scheme:

- 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 the RGI Scheme are reviewed at Management Review Meetings and at the next scheduled Board Meeting.

**5. Associated Documentation:**

- [CRU Criteria Document CRU/20/088 \(version 1.7\)](#)
- Complaints against RGI Form (G52)
- Complaints File
- Ancillary documentation and correspondence