

**Gas Distribution Complaints Handling Code**

**Kinecx Energy Ltd**

**Version 2.0**

**As approved by the Northern Ireland Authority for Utility Regulation**

**Coming into Effect: May 2026**

# Code of Practice for the handling of consumer complaints

## 1. Aim

This code of practice for the handling of consumer complaints (the “Code”) has been prepared by Kinecx Energy Limited (“Kinecx Energy”) in compliance with Conditions 2.8A of its licence reproduced at Annex A of this Code.

This Code ensures that Kinecx Energy operates an accessible, equitable and transparent, simple and inexpensive complaints procedure which shall enable any person who is connected to or requests a connection to the gas network to bring and have promptly dealt with any complaint they may have in respect of the activities of Kinecx Energy in providing such a connection.

## 2. Definition of a complaint

For the purposes of this Code, ‘complaint’ means

*“an expression of dissatisfaction made by any person or business in respect of the activities of Kinecx Energy in the provision of its regulated activities”.*

Kinecx Energy will record each complaint, as required under Section 4 of this Code.

## 3. Specific Requirements

Kinecx Energy must have in place a written procedure (the “**complaints handling procedure**”) for handling complaints made by any domestic or business consumer who is connected to or requests a connection to its gas network. The complaints handling procedure will enable those consumers to bring and have fairly and promptly dealt with any complaint they may have in respect of the activities of Kinecx Energy in providing that connection.

The complaints handling procedure must as a minimum include information about:

1. how to make a complaint.
2. the steps Kinecx Energy will take to process and endeavour to resolve the complaint.
3. the timeframes in which Kinecx Energy will endeavour to resolve the complaint, but which shall not be longer than three months, including when Kinecx Energy is likely to notify the consumer about the progress or resolution of the complaint.
4. the contact details for consumers to lodge a complaint with Kinecx Energy, including all of the following low-cost options:
  - i. telephone number charged at the local call rate;
  - ii. a UK postal address;

iii. online.

5. the contact details for the Consumer Council of Northern Ireland

Kinecx Energy shall ensure that its complaints handling procedure is sufficiently accessible to all consumers. Kinecx Energy shall also ensure that it operates to its complaints handling procedure.

## 4. Monitoring and enforcing of the Code

Compliance with this Code will be reviewed when required and at the request of the Authority. Kinecx Energy shall provide the Authority with all assistance reasonably necessary to enable the Authority to monitor the implementation and operation of the Code.

Kinecx Energy must maintain a record of all complaints received from any domestic or business consumer who is connected to or requests a connection to the Kinecx Energy network. in respect of its regulated activities. These records must be retained for a minimum of two years.

The Authority may request access to these records, having given reasonable notice (but not less than 14 days).

## 5. Reviewing and modification of the Code

This Code and the manner in which it has been operated shall be reviewed by Kinecx Energy whenever requested to do so by the Authority, with a view to determining whether any revisions should be made to it.

The review will include representation from the Consumer Council for Northern Ireland and may require a meeting of the Distribution Operators' Forum.

Kinecx Energy may propose an amendment to this Code by preparing an “**Application for Change**” which will include the proposed change and the proposed text amendments to this Code together with the proposed date of implementation.

The Application for Change should be sent to the Authority and the Consumer Council for Northern Ireland with a request for a meeting.

If the Authority approves the change to this Code, it will reissue the Code to Kinecx Energy.

## 6. Publication

Kinecx Energy shall publish this Code and its Complaints Handling Procedure as soon as practicable on and make it readily accessible from its website; and give or send free of charge a copy to any person who requests it.

# Annex A

## Condition 2.8A: Complaints Handling Procedure

### 2.8A.1 Requirement to Prepare etc. a Code

The Licensee shall, no later than three months after this Condition takes effect or such later date as the Authority directs, prepare, submit to and have approved by the Authority a code of practice for the handling of consumer complaints (the **Code**).

### 2.8A.2 The Code

The Code shall include arrangements by which the Licensee will establish and operate an accessible, equitable and transparent, simple and inexpensive complaints procedure which shall enable any person who is connected to or requests a connection to the Licensee' s Network to bring and have promptly dealt with any complaint he may have in respect of the Licensee' s activities in providing such a connection.

### 2.8A.3 Minimum Requirements

The complaints procedure established and operated by the Licensee in accordance with the Code shall as a minimum:

- (a) specify the period, which may differ for different types of
- (b) complaint but which shall not be longer than three months, within which it is intended that complaints will be processed and resolved;
- (b) be made available to any person without charge; and
- (c) facilitate the fair and prompt settlement of complaints and disputes.

**2.8A.4 [not used]**

**2.8A.5 [not used]**

**2.8A.6 [not used]**

**2.8A.7 [not used]**

**2.8A.8 [not used].**

**2.8A.9 [not used]**

**2.8A.10 [not used]**

**2.8A.11 [not used]**

**2.8A.12** This Condition is subject to Condition 2.9B: Preparation, Revision Of and Compliance with Codes of Practice