

## **E.ON Residential Complaint Handling Report**

As a company, we work hard to avoid you having to contact us because things have gone wrong. However, when things do we think it is important that we address your concerns as quickly and as efficiently as possible.

Our complaints procedure is designed to make sure we resolve your complaint and take action to put things right. We will treat contacts from you as a complaint when you ask us to or where we believe you are unhappy or dissatisfied with any of our products, services or how we have dealt with you. If you would like to see a full copy of our Complaints Procedure then [click here](#) or call us on **0845 302 4340** and we will send you a copy. This explains how to complain, your rights should you not be happy with how we have resolved your issue and the contact details of organisations that may be able to provide you with specialist advice.

Our complaints process is underpinned by the requirements of the Complaints Handling Standards Regulations introduced by Ofgem in 2008. We strive to resolve the majority of complaints on the day they are received but between the 1<sup>st</sup> October 2009 and 30<sup>th</sup> September 2010 we logged 63,089 complaints which we were not able to resolve by the end of the next working day. We will always keep you updated with progress on your complaint and aim to resolve this as quickly as possible.

Providing excellent customer service is extremely important to us. We can't do this without listening to your feedback and using this to help shape the processes we build and deliver. Complaints are a vital part of this but it is just one of the ways we use to understand what works and what doesn't. We regularly seek proactive feedback from our customers when they have contacted us so we can best understand your needs, but if you have any other feedback or suggestions on how we can improve it is always great to hear them.

If you have any questions on this report or would like to be sent a copy please call us on **0845 302 4340**.