

# e.on 2016 Annual Complaints Report

Sometimes we get things wrong, and we're really passionate about putting them right. We want our customers to tell us about any problems we've caused or if they're just not happy with something. We'll always be grateful for our customers' feedback and:

- We'll make it easy for you to contact us;
- If something goes wrong, we'll fix it for you, promptly and courteously, with no excuses;
- We'll make sure what we do and how we do things are complete, thorough, fit for purpose and transparent by regularly reviewing and acting on your feedback.

## What is a complaint?

We'll treat any contact from you as a complaint when you ask us to or whenever we think you're dissatisfied with any of our products, services or how we've dealt with you.

## Resolving complaints

Our customer care team are trained to put things right for you straight away. If they can't, they'll connect you with a Resolution Manager, who is dedicated to fixing the problem for you.

The resolution of your complaint might include actions to put our mistake right, an apology, an explanation, and compensation.

## Reviewing complaints

If you're not satisfied that we've sorted it out, or you're not happy with how we've dealt with things, we'll carry out an internal review of your case. We'll look into how we've handled it and the resolution offered. We will let you know what the outcome of the review is and the reasons for our decision.

## Ombudsman Services: Energy

If you don't accept the outcome of our internal review, you can contact the Ombudsman. If your complaint is less than eight weeks old, we will send you a final resolution offer letter (sometimes called deadlock) explaining what to do. If we have sent you a final resolution offer letter or if we have not resolved your complaint within eight weeks, you can contact the Ombudsman directly. The Ombudsman offers an independent service which is free to use.

## We're working hard to continually improve the service we offer

In the last year we've made improvements including:

- We've signed up to the Energy Switch Guarantee - a set of 10 commitments that promise a speedy and safe switch from one energy provider to another.
- We've introduced live chat to our website to give customers a quick and easy method to contact us and get fast answers to questions.
- We've introduced Smart Pay As You Go, giving customers more flexibility in monitoring their usage than ever before, and paying for their energy as they use it.

# 506,387

The number of complaints we received from residential customers between 1<sup>st</sup> October 2015 and 30<sup>th</sup> September 2016. We received 402,250, or 44%, fewer complaints than the previous year.

# 1,876

The number of complaints per 100,000 customers.

# 320,416

Complaints resolved by the end of the next working day. This is 63% of all complaints we recorded.

## Find out more

You can see a full copy of our complaints procedure on our website [here](#), or call us on **0333 2024 606** and we will send you a free copy. This explains how to complain, what you can expect from us and the contact details of organisations that may be able to provide you with independent advice.

We also publish a more detailed report each quarter. Click [here](#) to see our quarterly reporting.

The way we manage complaints is supported by regulations. You can find a copy of these regulations [here](#).