

e.on 2018 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:

- Introducing a new improved customer contact platform, designed to provide a seamless experience whether customers choose to contact us by telephone, computer, tablet, or mobile phone.
- Launching Click and Save - a new enhanced digital customer experience enabling us to offer new, personalised products and services to customers quicker than ever before.
- Continuing our smart meter roll-out, over 1 million smart meters installed so far. Giving our customers better control of their energy use and helping make estimated energy bills a thing of the past.

628,772

The number of complaints we received from residential customers between 1st October 2017 and 30th September 2018. We received 79,504, or 14%, more complaints than the previous year.

2,528

The number of complaints per 100,000 customers.

446,428

Complaints resolved by the end of the next working day. This is 71% 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 **0345 052 000** 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](#).