



# E.ON Annual Complaints Report for Domestic Customers 2015

Sometimes we get things wrong, and we're really passionate about putting them right. We recognise that we need to improve our complaints performance each year. 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 your 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.

The way we manage and resolve complaints is designed to fix things as soon as possible and for good. We'll make sure you are connected with someone who is best placed to sort out any problems we've caused you and address your concerns. If, for any reason, you don't think we've put this right for you, we'll carry out a review of your case, how we've handled it and whether we should do anything differently.

If our internal procedure doesn't sort things out for you, we'll tell you how to get independent, free of charge support.

We'll treat any contacts 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.

# 908,637

The number of complaints we received between 1<sup>st</sup> October 2014 and 30 September 2015.

We received 120,000 less complaints, or 12%, than the previous year.

# 190,608

The number of complaints we did not resolve by the end of the next working day.

We resolved by the end of the next working day 42,000, or 18%, more complaints than the previous year.

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

In the last year we've made improvements including:

- We have implemented refresher training for colleagues which highlights the importance of taking accurate comprehensive notes, agreeing timescales with customers and providing updates against these, gaining our customers' agreement that their complaints are resolved and communicating with our customers in plain and simple language.
- We are starting to trial Smart Pay As You Go, giving customers more flexibility in monitoring their usage, and paying for their energy as they use it, than ever before.
- We have introduced a new appointments booking system as we know appointments can drive complaints when communication breaks down, or the expectation is not met.
- We continue to focus on removing or re-wording many letters that were creating customer confusion and leading to complaints.

But we know there is more to do: Complaints are a gift, and an opportunity for us to improve. We promise to continuously look for ways that we can improve our products and services and reduce complaints.

## Find out more

You can see a full copy of our Complaints Handling Procedure at [www.eonenergy.com/chp](http://www.eonenergy.com/chp), or call us on 0333 2024 606, and we will send you a 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 on the website each quarter.

The way we manage complaints is supported by the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008. You can find a copy of these regulations at

[www.legislation.gov.uk/ukxi/2008/1898/contents/made](http://www.legislation.gov.uk/ukxi/2008/1898/contents/made) or contact the stationary office for a paper copy on **0870 600 5522**.