

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's important that we address your concerns as quickly and as efficiently as possible. If we get it wrong, we will look to fix it, no excuses.

Our complaints procedure is designed to give you a way of escalating an issue if you're unhappy with something we've done or with a resolution we've offered. We will always try to provide a solution you're happy with and take action to put things right. Our aim is to continually improve the service we offer you so we were delighted to be awarded a four star complaints rating by Consumer Focus's independent assessment of complaints performance published in September 2011. Our ambition is to achieve their top five star rating.

See <http://energyapps.consumerfocus.org.uk/performance/> for further details.

We will treat contacts from you as a complaint when you ask us to or where we believe you're unhappy or dissatisfied with any of our products, services or how we've dealt with you. You can see a full copy of our Complaints Procedure [online](#), 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 Consumer Complaints Handling Standards Regulations 2008, set down by Ofgem. A copy of these regulations can be obtained from: <http://www.legislation.gov.uk/ukxi/2008/1898/contents/made>.

We strive to resolve the majority of complaints on the day they are received but between 1 October 2010 and 30 September 2011 we logged 60,798 complaints which we were not able to resolve by the end of the next working day. During this period we received 11,480,418 telephone calls, letters and emails. 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 they're 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's 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**.