



E.ON Complaints Report 2012

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. When we get it wrong, we will look to fix it, no excuses.

Our complaints procedure is designed to address your issues if you are unhappy with something we have done or with a resolution we have offered. If you remain dissatisfied with how we intend to resolve the problem it will be escalated for an independent internal review. 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.

You can see a full copy of our Complaints Procedure on our website [here](#), or call us on **0345 300 6301** 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 independent advice.

Our complaints process is underpinned by the requirements of the Complaints Handling Standards Regulations introduced by Ofgem in 2008. A copy of these regulations can be obtained from [here](#). We strive to resolve the majority of complaints on the day they are received but between the 1st October 2011 and 30th September 2012 we logged 60,121 complaints which we were not able to address by the end of the next working day. During this period we received 10,779,924 telephone calls, letters and emails. We will always try and provide a solution you are happy with and take action to put things right.

Our aim is to continually improve the service we offer you and during 2012 we have been working hard to do this. This has included:

- The formation of an independent Customer Council to review and challenge the way we develop our service chaired by Alan Leighton, former Chief Executive of Asda

- Made the commitment to not to raise our prices during 2012 to provide some certainty in a difficult economic climate
- Made changes to our Direct Debit policy based on customer feedback and work on-going to improve the journey further
- Introduced local rate 0345 numbers
- Introduced a simplified one page bill to make your energy consumption and charges easier to understand
- Provided transparency in terms of the elements which make up your bill and the profits we make
- Launched our Best Deal for You, a simplified set of five tariffs allowing you to easily compare prices, product features and rewards
- Introduced Customer Complaints Forums so that our Directors and Senior Management team can learn directly from Customer's experiences where they have had to complain

We recognise though that there is still more to do as 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 and just one of the ways we use to understand what works and what doesn't. If you have any other feedback or suggestions on how we can improve it is always great to hear them.

Reporting the annual number of complaints we receive is part of the requirements Ofgem set for us. We also provide a more detailed quarterly update, the latest of which can be found [here](#).

If you have any questions on this report or would like to be sent a copy please call us on **0345 300 6301**.