



E.ON Annual Complaints Report for Domestic Customers 2014

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 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.

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, external 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.

What is a complaint?

'Any expression of dissatisfaction'

In short, a standard definition of 'complaint' that all energy suppliers use.

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

In the last year we've made improvements including:

- Brought out some of the most competitively priced products in the market.
- Trained thousands of our agents on how to understand and deal with complaints, to get things sorted 'once and for all' for our customers.
- We have continued to simplify our product offerings so customers have greater clarity of what could be the best product for them.
- We have improved our approach to identify issues that cause customers to complain in the first place, and continue to improve our processes to make life simpler for our customers.
- We have removed, or re-worded many letters that were creating customer confusion, that were leading to complaints.
- We have improved our communications so customers have greater clarity on what their direct debit is, and any changes that may be required.

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.

1,032,218

The number of complaints we received between 1st October 2013 and 30 September 2014.

233,504

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

Find out more

You can see a full copy of our Complaints Handling Procedure at 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 or contact the stationary office for a paper copy on **0870 600 5522**.