

Our complaints report

In 2008, Ofgem introduced new regulations to ensure that all electricity companies had proper processes in place to record and report complaints, and to do so in a manner that's consistent across the industry*.

This is our ninth annual report since these new regulations took effect – and we still receive some of the lowest numbers of complaints across the entire industry.

We've seen a slight increase in complaints this year: we made some system changes that will make our awesome customer service even more awesome in the long term, but in the short term meant we took a little longer than normal to answer calls and respond to emails.

However, as soon as we've fully bedded in the new system, we fully expect our complaints numbers to get back to what we're used to.

In fact, we've done lots of new things over the last year to make sure we continue to provide the best customer service in the industry – including changing from the old world of quarterly billing to more manageable monthly bills, improving our online account and app, and rolling out Smart meters.

And there's more to come this year too...

Our results

Overall, with 995 total complaints between October 2016 and September 2017, we averaged just 5.53 complaints per 1000 customers in the last year.



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Our aim – the best possible customer service

Our aim at Ecotricity is to deliver the very best possible customer service. The principles that guide this are simple: we're honest and open in all of our communications; where we make a mistake, we say so and learn from it; where a customer makes a mistake, we also say so; and above all, we treat people the way we like to be treated.

We know that it's not possible to get everything right all the time, however hard we try. What's really important to us, however, and what we think sets us apart from other energy companies, is that when things do go wrong we put them right as quickly as we can. For that, we have our Complaints Team, a team of people that access all areas of the business and whose job is to swiftly get to the bottom of all problems, resolve them objectively, and report back to our staff and customers in a clear and balanced way.

You can find out more about our [complaints procedure](#) or [read our complaints code of practice](#). If you'd like a hard copy, just call us on **0345 555 7 100**.

The Consumers, Estate Agents and Redress Act 2007 required the Office of Gas & Electricity Markets (Ofgem) to set new complaints handling regulations that are binding upon regulated energy providers. These Regulations came into legal force on 1st October 2008 and all regulated providers were required to make any necessary changes to their complaints handling arrangements by that time. A full copy of these regulations can be obtained via www.legislation.gov.uk or from The Stationery Office Limited, PO Box 29, Norwich NR3 1GN.

*OFGEM defined a complaint for this purpose (a reportable complaint) as being an expression of dissatisfaction that has not been resolved by the end of the working day following the day of receipt.