

## Annual Complaints reporting

In 2008 OFGEM introduced new regulations to ensure that all electricity companies had proper processes in place to record, and report complaints and do so in an industry wide consistent manner.

This is our sixth annual report since these new regulations took effect and for the last five years we've maintained the lowest number of complaints per 1000 customers in the industry, see [www.ecotricity.co.uk/for-your-home/great-service](http://www.ecotricity.co.uk/for-your-home/great-service).

## Our aim - the best possible Customer Service

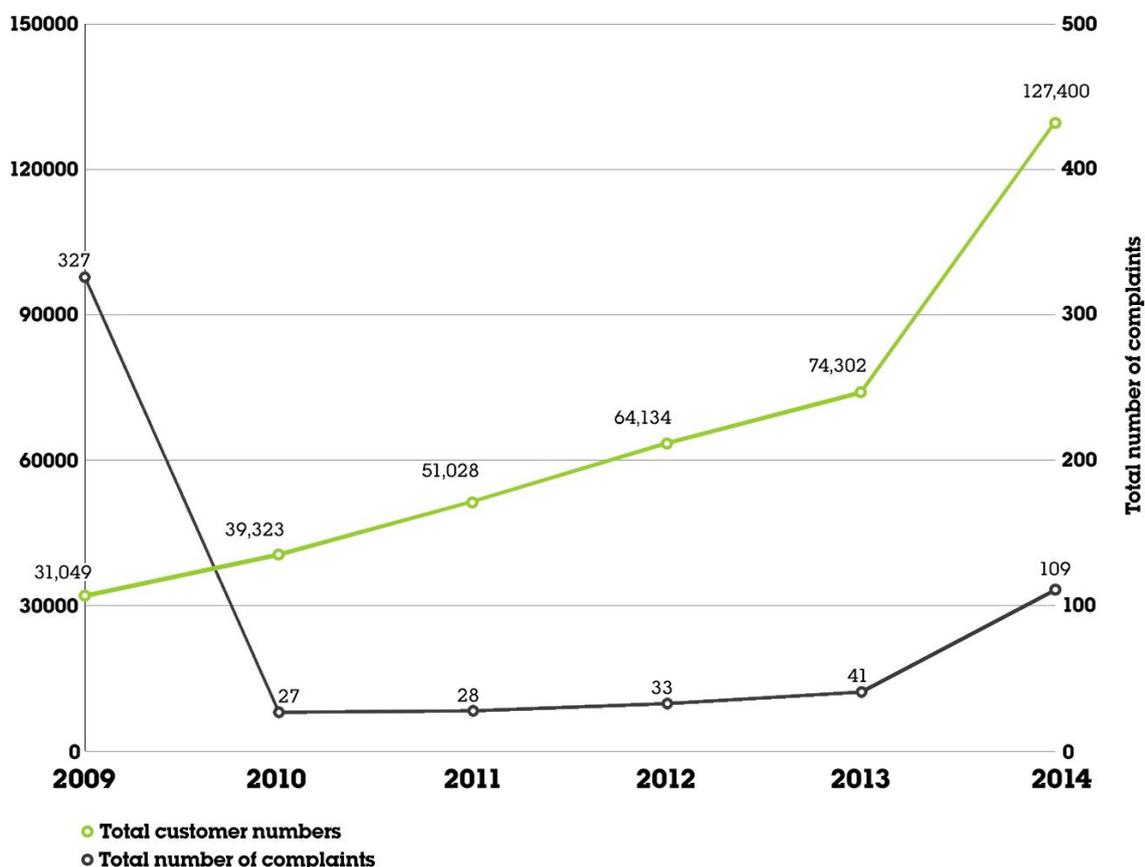
Our aim at Ecotricity is to deliver the very best possible customer service that we can: the principles that guide this are simple, we're honest and open in all of our communications, where we make a mistake we say so and learn from it, where a customer makes a mistake we also say so – above all we treat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

We know that it's not possible to get everything right all the time, however hard we try. What is really important to us, 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 unique Customer Champion 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 - and report back to our staff and customers on an equal footing.

## Our results

Overall, with 109 complaints in total, our key complaints measurement stands at 0.86 complaints per 1000 customers.

**Ecotricity customer numbers compared with the number of complaints per year\***



\* 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.

It's clear from this graph that the big increase in customers over the last year (some 70%) has had a knock on impact on numbers of complaints as we might expect. Some of this is a simple pro rata relationship while some of it is due to the issues we've faced in recruiting and training a large number of new staff to maintain our staff to customer ratio and level of service that comes from that.

Find out more about [our complaints procedure](#) or read [our complaints code of practice](#). If you require a hard copy of our code of practice, please call us on **0845 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](http://www.legislation.gov.uk) or from The Stationery Office Limited, PO Box 29, Norwich NR3 1GN.*