

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 an industry-wide consistent manner*.

This is our seventh annual report since these new regulations took effect. For the last five years, we've had the lowest number of complaints per 1000 customers in the industry. We'll soon collate the results of all the other energy suppliers for this year, so you can see how we stand in comparison to the rest of the industry for this year.

Check out our Great Service page [here](#) for all the latest updates.

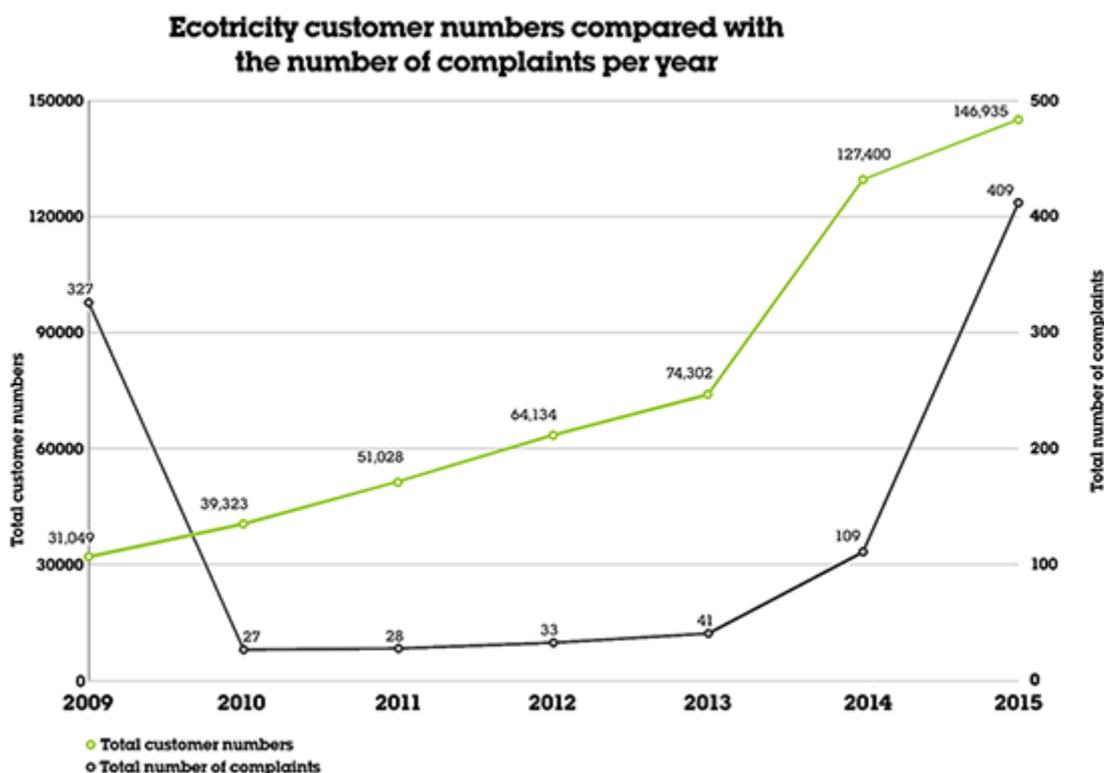
Our aim - the best possible Customer Service

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; and 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 409 complaints in total between October 2014 and September 2015, our key complaints measurement stands at 2.88 complaints per 1000 customers.



That's up from 0.86 complaints per 1000 customers the year previous, but we'd expect at least some kind of increase because of how many people joined us last year.

The more people who join us, the more staff we have to recruit and train. Of course, it takes a little time to get new people up to speed, hence the short term rise in complaints numbers – something we fully expect to reverse.

You can 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 **0345 555 7 100**.

* 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.

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.