



# **ANNUAL COMPLAINTS REPORT**

## **2019**

We've created this report in line with The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008. This has been set out by Ofgem, the energy industry regulator.

We aim to resolve any complaint as soon as it is raised to us. But, if the complaint is more complex, we need to take time to investigate further and gather more detail. This is so we can get things right the first time and resolve the complaint to the customers' full satisfaction.

This report shows our complaints performance for January to December 2019.

	Complaints received	Complaints resolved	
	Total complaints received	Resolved within a day	Took more than a day to resolve
2019	15,634	7516 48%	8118 52%

When we receive a complaint, we analyse, act and learn from it. Over the last 12 months, we've been working hard to improve the service we provide and the speed in which we resolve customer complaints.

We've changed our core complaints procedure to make sure our teams are well-trained and equipped to help customers when needed. We've also integrated a new customer management system. This has allowed us to streamline our processes, allowing for quicker responses and greater accuracy.

### Further information

To learn more about making a complaint, we have a complaint handling procedure which you can find on our website: <https://greennetworkenergy.co.uk/help-centre/complaints/>. Or call us on [0800 520 0202](tel:08005200202) for a free copy.

For more information about The Gas and Electricity (Consumer Complaints Handling Procedure) Regulations 2008, visit [legislation.gov.uk](http://legislation.gov.uk) or call us for a free copy.

We're always working to improve our customer service, which includes acting quickly and fairly to help our customers. For more information on the steps we take, please visit: <https://greennetworkenergy.co.uk/our-codes/>