



QUARTERLY COMPLAINTS REPORT

January - March 2020

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 for the highest standards in customer service and aim to get things right for our customers first time. However, there may be situations where a customer wishes to complain.

This report shows our complaints performance between January and March 2020.

	Complaints received		Complaints resolved			
	Total complaints received	Complaints per 100K customers	Total complaints resolved	Per 100k customers	By end of next working day	Within 8 weeks
Q1 January - March 2020	5722	913	5574	890	31%	82%

Top five complaint issues

January - March 2020

Customer service 44%

Billing and meter reading issues* 32%

Payment issues 10%

Switching issues* 4%

Billing and meter reading issues** 2%

*unrelated to meter type

**Smart meter related

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 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/>