



Annual complaint handling report

1st October 2019 to 30th September 2020

We're a revolutionary company shaking up the way energy works in the UK, but just like every other energy supplier we need to publish a report every year to let you know how many complaints we received that we couldn't resolve by the end of the next working. We're really proud of the great service we deliver day in day out and of our complaint handling which you'll see below.

We want to get things right every time; when we don't, we listen to our customers to understand how we can make things better, clearer or simpler and learn how to stop the same thing happening again. If you ever feel like giving us any tips we'd love to hear from you.

Between 1 October 2019 to 30 September 2020, we received 75 complaints that we couldn't resolve by the end of the next working day. That's just 0.27% of the contact we received in the same time (22,177 contacts).

If you do have a complaint, we want to hear from you so we can put things right. You can find a copy of our complaints procedure [here](#)

As an energy supplier, our complaints handling procedure is regulated by Ofgem. A copy of their Consumer Complaint Handling Standards Regulations is located [here](#) If you'd prefer a hard copy, these can be purchased from The Stationery Office Ltd (TSO):

- Through their [online bookshop](#)
- By calling 0333 200 2425
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