



# Our Complaints Report

## Winter 2023

Our Customer Service and Complaints Teams are aware of increasing customer concerns this year, reflecting the ongoing cost of living crisis in Britain.

To ensure that we continue to offer our excellent standard of service, we're focusing on:

- Ensuring that all customers receive swift and pertinent responses.
- Placing a high priority on Citizens Advice and its Extra Help Unit.
- Closely monitoring our response times to calls, as well as queries via email and the Ecotricity app.
- Tackling the root causes of any customer issues via ongoing feedback to our Continuous Improvement team.

This is our 15th Annual Complaints Report, which is issued alongside the regular monthly and quarterly data submission as required by Ofgem.

## Our results this year

Between 1 October 2022 and 30 September 2023, we received 2,368 complaints across domestic and microbusiness accounts.

In October 2023, 80.2 customers per 100,000 accounts raised a complaint. In November 2023, the figure was 75.8 per 100,000 accounts.

Overall, these results show that we are addressing initial dissatisfaction quickly. New internal measures that we've put



in place mean that we're capturing and acting on complaints faster, which means positive results for our customers.

## What we're doing

We know that some of our customers need a bit of extra help or specialist support. [The Vulnerability Commitment](#) was launched by Energy UK in December 2020 and we're proud to have been one of the founding signatories.

We pledge to support our customers facing vulnerable circumstances in any way we can. To support this, we have:

- Trained team managers and complaints handlers on extreme vulnerable situations.
- Carried out regular refresher learning on vulnerability.
- Included additional signposting to be used where needed.

In addition, we're about to introduce a new customer service system, which will make it easier and quicker for customers to solve issues online through self-service.

We're also looking at the return of web chat, which will be another easy way for our customers to engage in direct conversations with us.

## What we've already done

We've already done a lot of work to improve the way we handle customer service and complaints.

So far, we have:

- Reviewed and streamlined the complaints process, enabling us to tackle complaints quicker.
- Restructured our team, so that everyone is fully trained to handle every type of complaint from start to finish.
- Made our expression of dissatisfaction and complaints training mandatory for all our staff on an annual basis.
- Introduced better management information for our telephony and non-telephony communications with our customers, to help us forecast and plan better.
- Started monthly calls with our Ombudsman relationship manager. This gives us an impartial outside view of an areas that need addressing.

