

## **Annual complaints report**

### **OVO Energy 2018**

#### **Complaint handling**

Great customer service is key to what we do, but we know things don't always go quite right. We want to be open with our customers and we let them know how we are doing with complaints on our website on a quarterly basis. We let customers know how many complaints we received, how many we resolved each quarter including whether we were able to resolve these in just one day.

#### **How fast have we handled complaints?**

In the best interests of our customers we are always keen to get any issues resolved as soon as we know about them, however, sometimes, if things are complex, they might take a little longer. Be rest assured though, we want to ensure we have got things right for our customers so we sometimes do need to take a little bit more time. Between 1st January 2018 and 1st December 2018 we received 53,955 complaints. We resolved 88% of these complaints in the first day of the customer raising it to our customer service team.

The three main areas of the business we have seen complaints have been;

- Customer Service
- Billing
- PAYG

#### **What have we done about this?**

We want OVO energy to keep improving and ensure we are always providing the best customer service we can so, here's a snippet of what we have been doing over the last 12 months to continue to improve the service we provide.

- We've continued to invest time into our training. Ensuring our customer service agents are ready to help all of our customers when they need us.
- Our Boost and OVO forums are always there for customers to help each other out when we aren't open.
- On top of this, we continue to work on our customer facing websites and apps to ensure that if our customers need something, they can do it whenever works for them.

#### **Putting things right**

- Although we try to resolve all of our complaints ourselves, sometimes we can't reach a resolution and the Energy Ombudsman is there to ensure we can come to a mutually agreeable resolution.
- Between January 1st 2018 and December 31st 2018, 446 complaints were taken on by Energy Ombudsman.

- 412 of those cases are now closed resulting in a financial award totalling £26,276.60 meaning an average of £64.00 per complaint awarded.

### **We need your help**

We love hearing from our customers, whether the experience has been good or bad, listening to our customers feedback has helped us become the company we are today and we want to continue to improve. If you want to get in touch, just drop us an email at [hello@ovoenergy.com](mailto:hello@ovoenergy.com).

### **Further information**

Full details of the OVO complaints procedure can be found on our website: <https://www.ovoenergy.com/help/feedback>. If you require a hard copy of our complaints process, please call us on 0800 5999 440.

OVO's complaints procedure is governed by The Gas and Electricity Consumer Complaints Handling Standards Regulations 2008, a copy of which is available from [www.OPSI.gov.uk](http://www.OPSI.gov.uk).

Printed copies of legislation and other publications can be purchased from The Stationery Office Limited (TSO) whose contact details are below:

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