



Our annual complaints report

Annual complaints report 2018 - 2019

We want to put things right if there is a problem and we work hard to resolve customer complaints in a fair manner.

This report represents key figures on the customer complaints we received from October 2018 to September 2019.

Year	Complaints received	Not resolved by next day
Total Oct 18- Sep 19	5737	3046

Further information

If you would like to make a complaint, we have a process that you can find our [website](#). You can also request a hard copy from us by calling 0330 202 0298.

If you want to find out more about The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2009, please visit legislation.gov.uk/uksi/2008/1898/contents/made. You can also request a hard copy from us by calling 0330 202 0298.

You can see our latest complaints performance data on our [quarterly complaints performance](#).