



**Annual
Complaints
Report**

Annual complaints report

This report gives the key figures about the customer complaints we recorded in the 12 months up to 30 September 2015 and compares these to the year before.

| | This year 1 October 14 to 30 September 15 | Last year 1 October 13 to 30 September 14 |
|--|---|---|
| Number of contacts we received from our customers | 7,481,995* | 8,522,817* |
| Number of these customers who made 'an expression of dissatisfaction' (this is the industry definition of a complaint) | 951,292* | 816,647* |
| Number of complaints which could not be fully resolved by the end of the working day after they were received | 131,730 * | 158,315* |

We have been working hard to ensure we record every expression of dissatisfaction from customers, and we are pleased that we have resolved a higher percentage of these before the end of the next working day. This tells us that we do our best to put things right and in support of this we have a Complaint Handling Statement and Procedure, and our Treating Customers Fairly Statement, which can be found on our website:

www.ebico.org.uk/customer-care/complaints
www.ebico.org.uk/treating-customers-fairly/

Alternatively you can phone us on 0800 975 0485 and we'll send you a free copy.

*These figures are for all SSE Energy Supply Limited and Southern Electric Gas Limited customers, supplied under: SSE, SSE Southern Electric, SSE Scottish Hydro, SSE SWALEC, SSE Atlantic, M&S Energy and Ebico.

Proud to make a difference

We are always striving to improve our customers' experiences and in the last 12 months we have:

- Retained our lead position in the Citizens Advice Energy Supplier Performance Report. In September 2015, SSE was again named the best performing energy supplier for complaints, with a score of 47.7 per 100,000 customers for the period April to June. Previously this Report included the six largest suppliers only and for the first time this quarter has included a further 12 suppliers.
- Committed to resolving any dissatisfaction as soon as possible. To ensure customers get a quicker resolution, in a first for the energy industry, our customers can contact the Ombudsman after six weeks rather than the industry standard of eight weeks.
- Performed far better than the industry average on Ombudsman complaints. Despite being the second largest supplier, we accounted for around 2% of complaints to the Ombudsman for the year up to September 2015.

Over the next 12 months we will:

- Deliver on a commitment to provide consistent complaint handling through our Complaints Centre of Excellence, with a focus on keeping customers informed and working together to resolve complaints.
- Commit to early resolution wherever possible and aim to reduce the average time it takes to resolve a complaint from six to four days.
- Raise the bar further on complaint performance and resolution times by offering the service of the Ombudsman at four weeks, compared to the industry standard of 8 weeks.

We produce this report annually but we don't wait to act on the things that are causing our customers concern. To learn more about the things we are doing to improve our customers' experiences see our quarterly complaints report at:

www.ebico.org.uk/customer-care/complaints

For more information on how we are working on treating our customers fairly, please visit our [website](#).