



Quarterly Complaints Report

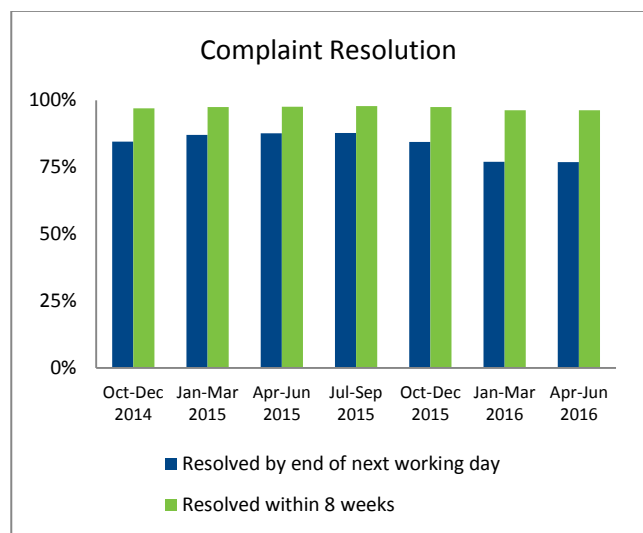
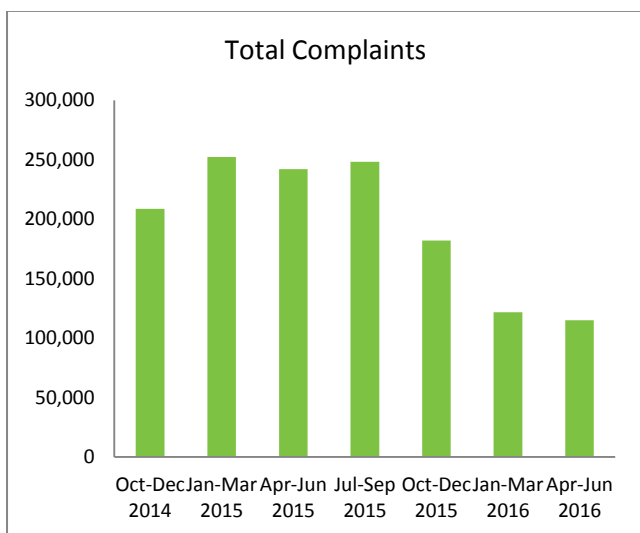
April-June 2016

Quarterly Complaints Report: April-June 2016

This report sets out our¹ complaints performance from April to June 2016, which we are pleased to report has seen a further reduction in complaints since last quarter. The report also gives a brief overview of our actions to improve complaints performance even further.

Feedback from our customers is important to us and we encourage our staff to look out for any signs of dissatisfaction. Every time a customer contacts us and we detect dissatisfaction, whether by phone, letter, email, or social media, our staff will record this.

We're committed to resolving any issue as soon as possible and are always looking for ways to continually improve our service. To ensure customers get a quicker resolution, our customers can now contact the Ombudsman after six weeks instead of the standard eight, and we've encouraged other suppliers to follow our lead.



Working to improve customer experiences

Customers are at the heart of everything we do and we're committed to treating customers fairly and providing great service for all. We don't want to give any customer cause to complain but if things do go wrong we're committed to putting things right. In the last year we've implemented a wide-ranging programme of initiatives designed to improve the handling of complaints and queries, and are pleased to see this reflected in the latest complaint figures.

We've focused on making things simple and easy for customers to minimise dissatisfaction and prevent complaints from arising in the first place, including the establishment of specialist teams in key business areas that deliver continual improvements to our service. Some recent changes delivered in this area include developing new software tools to help frontline advisers, such as calculating customer payments and energy usage. We've also extended the opening hours of our Pay As You Go (PayGo) service teams to make it even easier for our customers to contact us when needed.

¹ These figures are for all SSE Energy Supply Limited and Southern Electric Gas Limited customers, supplied under the following brands: SSE, SSE Southern Electric, SSE Scottish Hydro, SSE SWALEC, SSE Atlantic, M&S Energy, and Ebico.

Additionally, we're focussing on promoting our culture of customer care with our people,, promoting messages of empowerment, ownership, and taking responsibility. Frontline staff have been given extra help in promptly resolving their customer's query by increasing the number and visibility of expert support staff.

	Total Complaints Received	Complaints per 100k Customers	Complaints Resolved	Resolved per 100k Customers	Resolved by end next working day	Resolved within 8 weeks
Oct-Dec 2014	208,660	2,813	207,057	2,792	84.5%	97.0%
Jan-Mar 2015	252,236	3,474	248,502	3,422	87.0%	97.4%
Apr-Jun 2015	242,053	3,357	240,780	3,339	87.6%	97.5%
Jul-Sep 2015	248,343	3,475	246,887	3,455	87.8%	97.8%
Oct-Dec 2015	181,893	2,594	180,635	2,576	84.4%	97.4%
Jan-Mar 2016	121,726	1,751	119,349	1,717	77.0%	96.2%
Apr-Jun 2016	115,034	1,665	113,739	1,646	76.9%	96.2%

We always remind our staff of the importance of accurately identifying customer dissatisfaction to help us prioritise key complaints. This helps us to remain focused on addressing more complex issues and queries, whilst still seeking to maintain the highest possible standards in complaint resolution times.

We're proud that this focus on delivering for our customers means SSE continues to perform strongly in the [latest Citizens Advice Energy Supplier Performance](#), which ranks suppliers by their complaints score. We also continue to let our customers know they can contact the Ombudsman at an earlier stage than other suppliers, which has helped drive a focus on timely resolution and contributed to a fall in Ombudsman complaints, with SSE continuing to [perform strongly](#).

We are pleased to see that our approach to resolving queries with our customers is working. We take all complaints seriously and have broken these down into categories. The five main reasons for complaints in April to June 2016 are shown below.

Top 5 Complaint Reasons April-June 2016²

Customer Service	35%
Billing	32%
Payments	12%
Metering /Equipment	10%
Change of Supply	5%

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