



Annual Complaints Report

2018

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We know how important it is to put things right if there's a problem. That's why we work hard to resolve customer complaints fully and fairly, giving extra attention to the areas of our business that can cause our customers to make a complaint.

This report gives key figures on the customer complaints we recorded in the 12 months up to 30 September 2018, and compares them to the previous year.

	Contacts		Complaints	
	Number of contacts we received from our customers	% of contacts that were complaints	Number of these customers who made 'an expression of dissatisfaction'	Number (and %) of complaints which could not be fully resolved by the end of the working day after they were received
2017 / 2018	7,386,243	7.18%	530,365	138,028 26.03%
2016 / 2017	7,568,291	6.7%	509,987	131,059 25.7%

Improvements to our complaints performance

In the last year we've continued to work hard to improve our performance in handling complaints for our customers. The highlights include:

British Standard for Inclusive Service Provision:

We never forget that energy is an essential service. It's our responsibility to make sure we're looking after our customers, by recognising that we can all have times in our lives when we need more understanding and support. So in 2018 we were proud to achieve the British Standard for Inclusive Service Provision ([link](#)), the gold standard for companies embedding flexible customer service practices. The testing included an audit of our central Complaints team, to check SSE's approach to identifying customers who may be in vulnerable situations and adapting our service accordingly with flexible customer service arrangements.

Complaints Performance:

We're proud that our approach to resolving complaints with our customers is working. Our complaints are measured against other suppliers, and we have once again achieved the lowest number of complaints to Ombudsman Services: Energy. For the quarter April-June 2018, the Ombudsman accepted 4.74 complaints per 100,000 SSE customers, compared to the energy sector average of 24.27 ([link](#)). Recent research commissioned by Ofgem on complaints-handling also found that SSE customers were more satisfied than other suppliers ([link](#)).

Customer Forums:

Our Customer Forums let us hear honest views on our products and services directly from customers. This helps us improve the service we provide, including issues that can cause complaints. This year, we set up dedicated Forums across Great Britain, which focus on key topics: Energy Affordability; Electric Heating; Consumer Vulnerability; and Smart Meters. Each Forum is chaired by an independent expert from consumer organisations.

¹The 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. Note: in 2018 SSE and M&S announced their decision to end their relationship from September 2018. Please [click here](#) for further details.

Stakeholder Engagement:

We work with a range of external partners and consumer representatives to ensure we listen and understand their needs and concerns around energy and complaints. We'll also continue to engage constructively with governments and regulators to help ensure any future legal, policy, or regulatory changes are developed and introduced with the best interests of our customers in mind.

Specialist Training

Our dedicated Customer Relations teams look after our more complex complaints. We're constantly enhancing their skills to ensure they can put things right quickly, while keeping our customers updated. This year we've provided specialist training on a range of areas including complaint-handling, debt advice, equality and diversity, vulnerability, stroke awareness, dementia, and mental ill health.

Further information

To learn more about making a complaint, we have a complaint handling statement and procedure which you can find on our website: **[sse.co.uk/complaints](https://www.sse.co.uk/complaints)** or call us on **0345 071 7800** to ask for a free copy.

To find out more about The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, visit **[legislation.gov.uk](https://www.legislation.gov.uk)** or call us on **0345 071 7800** to ask for a free copy.

To see our latest complaints performance data you can find our Quarterly Complaints Report at: **[sse.co.uk/complaints](https://www.sse.co.uk/complaints)**

We're always looking to improve our service, which includes acting promptly and courteously to help our customers. If something goes wrong or a mistake is made, we will work with our customers to fix this without fuss. For more information on these steps, please visit: **[sse.co.uk/HelpAndAdvice/TreatingCustomersFairly](https://www.sse.co.uk/HelpAndAdvice/TreatingCustomersFairly)**

Or you can phone us on **0345 071 7800** and we'll send you a free copy.