



# Annual Complaints Report

2020

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We know that resolving complaints quickly, fairly and to the complete satisfaction of our customers is an important part of the service we provide. We work hard to get things right for our customers but if they do have cause to complain we take time to fix things and learn from our mistakes.

This report provides key information on our customer complaints for the twelve months ending 30 September 2020 and during that time, we resolved 74% of all complaints recorded by the end of the next working day. The remaining 108,184 (26%) were more complex complaints and so they took longer than the next working day to be fully resolved.

Coronavirus has changed all our lives. During the course of the year there was a period when we asked customers only to contact us by telephone if it was an emergency or they were in a vulnerable situation. To support customers, we provided additional information online, including advice on how to manage their account online wherever possible. This has reduced the number of customers we've spoken to and in turn, also the number of complaints we recorded.

## In the last year, the top three main complaint reasons were:

- Customer Service
- Billing and Meter reads
- Payment Issues

Because we want to be open about how we are doing with complaints, we share information on our website on a **quarterly basis** too.

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

## Complaints Performance:

Our complaints are measured against other suppliers in the Citizens Advice Energy Supplier Rating. In the most recent published rating, we achieved 4 stars for the quarter April to June 2020, a score we're proud of and will continue to strive to improve. Based on their most recent publication, we also continue to receive the lowest volumes of complaints from the Ombudsman when compared with the top 10 largest energy suppliers.

## Driving Improvement:

We never underestimate the value of complaints in helping us drive improvement. That's why we have launched a new initiative to get deeper insight into the causes of complaints. We aim to use this to quickly spot areas where we could be doing better, putting in place a programme of ongoing improvement across our service and our complaint handling.

## British Standard for Inclusive Service Provision:

It's essential to ensure our customer journeys are accessible to all and that's why we are so proud that for the third consecutive year we have achieved the BSI Standard for Inclusive Services. We asked BSI to review our main customer journeys; Sales, Home Moves, Collections and Complaints, and have passed without a single non-conformance. Any of our customers may find themselves in a vulnerable situation and with a third of our customer base recognised on our Priority Services Register, for us, consumer vulnerability is part of our everyday conversations.

### 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/about-us/sse-and-you/treating-customers-fairly](https://www.sse.co.uk/about-us/sse-and-you/treating-customers-fairly)

You can phone us on **0345 071 7800** and we'll send you a free copy of this report.