

# Annual Customer Complaints

## Handling Report

## Resolving customer complaints

This Annual Customer Complaints Handling Report has been published in line with Complaint Handling Regulations set down by Ofgem, the Regulator for the gas and electricity industry. You can read the Complaint Handling Regulations at:

<http://www.legislation.gov.uk/ukxi/2008/1898/contents/made>

Over the 12 months that ended on 30 September 2011 we have received almost 11 million contacts from our customers. Some expressed a measure of dissatisfaction, but because we care passionately about giving good service, we successfully resolved the great majority of these complaints by the end of the next working day. The remaining 106,444 cases\* (i.e. 0.97% of total customer contacts) took a little longer to resolve, as we put in further work and sometimes a home visit to ensure all aspects of the problem were fully addressed.

We work hard to delight our customers with the standard of care we give, but we accept we don't always get it right. When we make a mistake we do our very best to fully resolve the matter and take the opportunity to learn. In support of this we have a Complaint Handling Statement and Procedure which can be found on our website <http://www.swalec.co.uk/HelpAndAdvice/ComplaintsProcedure>. Alternatively you can phone us on 0800 052 5252 and we'll send you a copy.

If we can help you please let us know straight away. We'll do all we can to answer your questions and deal with any concerns you may have.

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

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