

Good Energy Complaints Report

2016 - 2017

We care about you!

At Good Energy, we pride ourselves on delivering an ethical experience that's as good for you as it is for the planet.

We have recently been recognised by The Good Shopping Guide as one of the world's most ethical companies for the third year in a row.

Our mission isn't just to provide energy to our customers: it's to power a greener, cleaner future together. We provide 100% renewable electricity and every bit of electricity that our customers use is matched with the same amount of renewable electricity going back into the National Grid.

As well as generating our own electricity through wind and solar, we also buy renewable energy from our 1,400 local generators.

In line with Complaint Handling Standards, this report shows you the number of domestic supply customer complaints we received that couldn't be resolved by the end of the next working day, between 1st October 2016 and 30th September 2017.

Our complaints procedure is governed by The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008. If you would like to view a copy of these regulations, you can find them on the Office of Public Sector Information (OPSI) website here:

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

Our Performance

We're really proud of our history of delivering excellent customer service. We work hard to ensure all of our staff are well trained and highly knowledgeable across all areas of the business.

But, from time to time, things can go wrong. Thanks to our focus this year our complaint handling performance is better than last year.

Between 1st October 2016 and 30th September 2017, we received a total of 229,619 customer contacts. Of this we had 1,885 complaints that didn't get resolved within one working day.

Of all the complaints, 1.65% couldn't be resolved immediately.

This is the equivalent of 0.8% of all contact received.

Year	Complaints received not resolved by end of next working day	% Customers that raised a complaint not fixed immediately	% of all contacts we received
2016 -2017	1,885	1.65%	0.8%
2015 -2016	2,111	1.85%	0.8%

So how are we going to get even better?

We act on what our customers tell us and always keep the customer at the heart of our business.

That's why complaints feed directly into our Process Improvement and Customer Experience projects.

The top three reasons for complaints in the last year were:

- Billing
- Customer Communications
- Refunds

Billing:

In January 2017, we implemented a new billing system in order to continue improving our overall service, and to make it easier for customers to do business with us. We have experienced some teething problems since the launch which have affected our customers and as a result we've put a dedicated team in place to identify and resolve these issues.

We are confident that our team has identified all major issues and fixes are either already in place or will be by the end of this year.

As such, we have seen a significant improvement in the time it takes a bill to reach our customers and introduced a support process for any customers who were affected and received a bill in excess of six months overdue.

Customer Communications:

When we noticed our customers weren't hearing from us in the way they wanted, we came up with some innovative ways to communicate with them. This included informative films from our CEO, Juliet Davenport, talking directly to customers about the challenges and progresses made.

We increased staff numbers on our Customer Care team to handle additional customer contacts quickly and efficiently. We have worked to increase our teams knowledge with new and improved internal communications and we have also introduced a call back system on our telephone system.

All of which resulted in a return to our usual high service levels. The call back system had an immediate impact; customers on hold are given the option of keeping their place in the queue and one of our team will call automatically when they reached the top of the queue.

In the first 10 days of this system being introduced, we saw a 68% decrease in complaints relating to call waiting times.

Refunds:

We have experienced some issues with customer refunds, which meant we weren't able to process all money owed to customers as quickly as we would usually like.

We understood what went wrong, kept customers informed and worked around the problem by sending refunds by cheque in the post, instead of direct into a customer bank account. By May, the problem was fixed. Normal service levels were then reached and now, on average, a customer receives their refund within seven working days.

How to raise a complaint

If you would like to see full details of the complaints procedure, you can find them on our website;

<https://www.goodenergy.co.uk/customer-care/help-topics/complaints-procedure/>

If you would prefer to have a hard copy just give us a call on 0800 254 0004.

