

# Complaints Handling Report

At Utilita Energy we pride ourselves on delivering excellent customer care, but we understand we may not always get everything right.

If you are not satisfied with any part of our service, we want to know. We take all complaints very seriously and any feedback we receive is used to further develop and improve our service, staff performance and products.

The requirements of our complaints process are set by OFGEM within the Consumer Complaints Handling Standards Regulations, 2008. These can be found out [www.legislation.gov.uk](http://www.legislation.gov.uk)

In line with the OFGEM Complaints Handling Standards, we publish annually the number of complaints we received which regrettably could not be resolved by the end of the following working day. Between 1st January 2015 and 31st December 2015, we received 1,491 complaints that fell into this category.

To view our Complaints Procedure, please visit [www.utilita.co.uk/complaints](http://www.utilita.co.uk/complaints)

Alternatively, please contact our Customer Care Team on 03452 072 000 and we can arrange to post you a copy.

If you have a question or query, please contact our Customer Care Team on 03452 072 000 and we will be happy to help.

Contact Type	Number of Contact	Complaints
Inbound Calls	937 507	1.84%
Letters	1379	
Emails	89 867	