

# Annual Complaints Handling

## Report 2016

At Utilita Energy we pride ourselves on delivering excellent customer care, but we understand that 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.

In line with the Ofgem Complaints Handling Standards, we annually publish the number of complaints we received which regrettably could not be resolved by the end of the following working day. Between 1 January 2016 and 31 December 2016, we received 17846 complaints that fell into this category.

To view our Complaints Handling Procedure or to find out more about making a complaint, 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

The requirements of our complaints handling procedure are set by Ofgem within the (Consumer Complaints Handling Standards) Regulations 2008. These can be found by visiting [www.legislation.gov.uk](http://www.legislation.gov.uk), or you can get a paper copy by calling The Stationary Office Limited on **0333 202 570**.

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

Date of Reporting Data	Number of Contacts	Complaints
2015 (1 January 2015 to 31 December 2015)	1028753	<b>1.84%</b>
2016 (1 January 2016 to 31 December 2016)	1698667	<b>6.20%</b>