

EDF ENERGY ANNUAL CONSUMER COMPLAINTS HANDLING REPORT FROM OCTOBER 2010 to SEPTEMBER 2011

We try our best to provide an excellent service for our customers – but if you have a complaint we want to know about it. We're here to help.

We take every complaint we receive seriously and work with our customers to deal with them quickly and in a satisfactory way. We have provided you with four ways to contact us all of which you can use at any time. Please see our [Making a Complaint booklet](#) for further details.

During 1 October 2010 to 30 September 2011 we received 48,730 complaints from domestic customers which we were not able to resolve by the end of the next working day.

You can obtain a copy of our complaints handling procedure by contacting us on 0800 096 9000 or you can download a copy from the following link: [Making a Complaint booklet](#)

Our complaints handling procedure is regulated by the Consumer Complaint Handling Standards Regulations. A copy of the regulations can be located [here*](#). If you would prefer a hard copy, these can be purchased from The Stationery Office Ltd (TSO).

You can obtain publications from The Stationery Office:

through their [online bookshop](#);

or by calling 0870 600 5522

or by visiting one of their bookshops, UK Agents or Distributors across the country. See [TSO's list of UK Agents and Distributors](#) to locate your nearest

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