

EDF Energy Annual Consumer Complaints Handling Report from 1 October 2019 to 30 September 2020



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

We solve the majority of complaints the same day as they are received. However, between 1 October 2019 to 30 September 2020, we received 155,711 complaints from domestic customers that we couldn't resolve by the end of the next working day.

We take every complaint we receive seriously and work with our customers to deal with them quickly and in a satisfactory way.

You can obtain a copy of our complaints handling procedure by contacting us on 0333 200 5100 or you can download a copy from the following link: [Making a Complaint booklet*](#)

As an energy supplier, our complaints handling procedure is regulated by Ofgem. A copy of their Consumer Complaint Handling Standards Regulations is located [here*](#). If you'd prefer a hard copy, these can be purchased from The Stationery Office Ltd (TSO):

- Through their [online bookshop](#)
- By calling 0333 200 2425
- 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

<http://www.tsoshop.co.uk/bookstore.asp?FO=1233470>

<http://www.tsoshop.co.uk/>

Previous Figures

During 1 October 2018 to 30 September 2019 we received 204,538 complaints from domestic customers which we were not able to resolve by the end of the next working day

*If you can't view our PDF booklet then please go to adobe.com and download adobe acrobat reader.