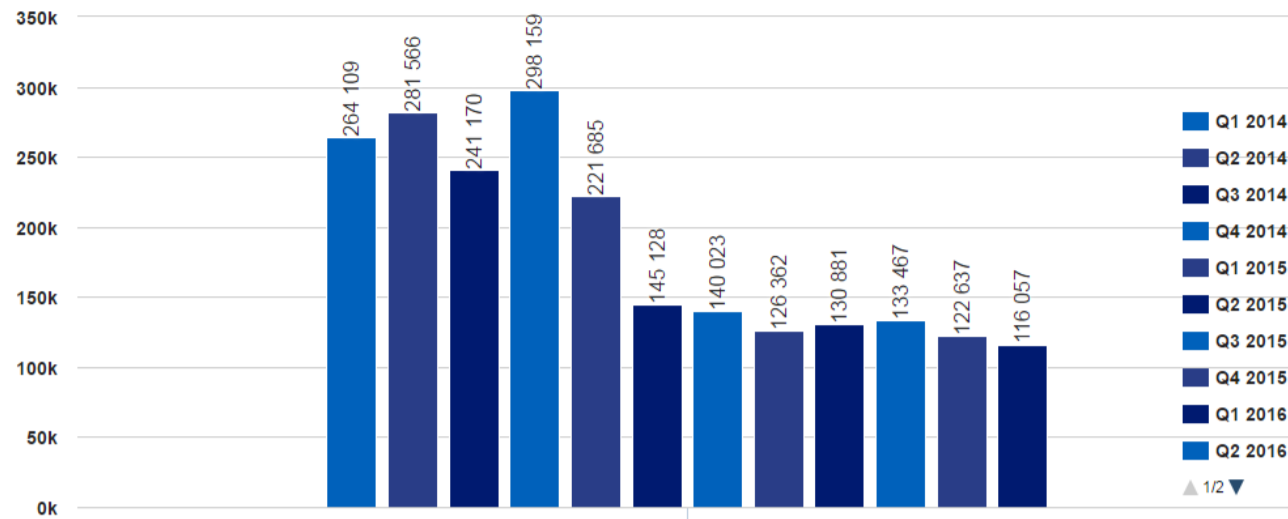


Our complaints performance

The total number of complaints received during October, November and December (Q4) 2016 was 116,057. This is lower than the previous quarter (122,637) and significantly lower than complaints received in Q4 2015 (126,362).

Through our complaints improvement programme, we've continued to look at the causes of customer dissatisfaction. We've then addressed these causes by making improvements to our systems and processes. We will continue making positive changes throughout 2017 and beyond.



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q4 (1 October - 31 December 2016):

Number of complaints received	116,057
Number of complaints received per 100,000 customer accounts	2,223
Number of complaints resolved*	112,857
Number of complaints resolved per 100,000 customer accounts	2,162
Percentage of complaints resolved by the end of the next working day	73.60%
Percentage of complaints resolved within 8 weeks	97.33%

*This includes complaints resolved which were raised in previous quarters.

Help and advice

Ask [Submit >](#)

- [How to make a complaint >](#)
- [How can I change my monthly Direct Debit amount? >](#)
- [How can I change my details online? >](#)
- [How can I provide meter readings to you? >](#)
- [I think there's been a power cut. What should I do? >](#)
- [I can't log in to MyAccount. How do I access it? >](#)
- [My meter is making a noise. What should I do? >](#)
- [How can I get in touch with EDF Energy? >](#)
- [How do I change the name on my energy account from my partner's to my own? >](#)
- [Can I speak to someone online? >](#)

[More popular questions >](#)

Complaints categories

Our complaints in Q4 are divided by category, shown below:

Top 5 categories in Q4 2016	% of complaints opened by category
Billing	26%
Metering (Inc Prepayment)	16%
Customer Service	13%
Payments	13%
Credit Management	3%

- [2015 Q4 complaints review \(PDF\)](#)
- [2015 Q3 complaints review \(PDF\)](#)
- [2015 Q2 complaints review \(PDF\)](#)
- [2015 Q1 complaints review \(PDF\)](#)
- [2014 Q4 complaints review \(PDF\)](#)
- [2014 Q3 complaints review \(PDF\)](#)
- [2014 Q2 complaints review \(PDF\)](#)
- [2014 Q1 complaints review \(PDF\)](#)
- [2013 Q4 complaints review \(PDF\)](#)
- [2013 Q3 complaints review \(PDF\)](#)
- [2013 Q2 complaints review \(PDF\)](#)

Billing

This covers any complaints made about the layout of our bills as well as any information displayed on them such as cancelled charges or payment dates. Complaints received about estimated readings, price increases or incorrect bills are also included.

Metering (inc. prepayment)

If we receive complaints about metering appointments or any mismatched data then these are listed in this section. Also included here are prepayment meter issues, which tend to be higher in winter months.

Payments

Any complaints we receive about Direct Debit payments or prepayment credits are included here.

Customer services

Complaints made about Customer Services have reduced this quarter compared to Q2 2014

Change of supplier

Change of supplier includes customers who have experienced problems while switching supplier. In Q2 we also included change of tenancy but this has been removed from Q3's data.