

Co-op Energy Complaints Annual Statement

October 2017 to September 2018

At Co-op Energy, we are committed to providing excellent customer service and will do all we can to assist our customers in managing their account.

We recognise that sometimes things may go wrong. Our aim is to ensure that, if this happens, we can put things right in an efficient and timely manner.

In line with the OFGEM Complaint Handling Standards, Co-operative Energy annually publishes the number of complaints we received and how many could not be resolved by the next working day.

Co-op Energy received 29,200 domestic customer complaints between October 2017 and September 2018. We resolved 63% of complaints within 1 day of the complaint being recorded. Some complaints needed more investigation and took longer to resolve, 43% of complaints were resolved after 1 working day.

Top 5 reasons why our customers complained

Reasons why our customers complained	Number of complaints received
Billing	8,965
Customer Experience	6,288
Transfers and Metering	3,623
Payments	3,109
Direct Debit Review	1,483