

Our Quarterly Complaints Performance

We're proud to provide award-winning customer services to our members, but should we ever fall short and give you cause to complain, we promise to resolve these issues in a fair and transparent way.

If you're unhappy with anything from Tonik Energy, please contact our Member Services Team straight away and we'll do everything we can to help. We'll aim to solve your problem the first time you contact us and give you a named team member to speak to.

Outlined below is our current complaints performance

Time period	Complaints received		Complaints resolved			
	Total complaints received	Complaints received per 100,000 members	Total complaints resolved	Complaints resolved per 100,000 members	% of complaints resolved by the end of the next working day	% of complaints resolved within 8 weeks
Jan – Mar 2019	805	828	770	792	22%	70%
Oct – Dec 2018	563	610	437	473	13%	71%
Jul – Sep 2018	487	513	376	396	20%	73%
Apr – Jun 2018	301	352	179	210	21%	87%
Jan – Mar 2018	184	328	167	297	15%	85%

The top 5 reasons and %

Complaint reason	%
Billing & meter reading	25%
Customer service	16%
Switching issues	11%
Payment issues	9%
Meter installation/ exchange or meter not working (smart meter)	5%
Other	34%

Further information

To learn more about making a complaint, we have a complaints handling procedure which you can find on our website: tonik.co.uk/complaints or call us on **0333 344 2686** to talk to a member of our team.