

## Our 2018 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 2018 complaint 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 – Dec 2018	1535	1662	1159	1255	17%	76%

### 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](http://tonik.co.uk/complaints) or call us on **0333 344 2686** to talk to a member of our team.

### What we are doing to make things better at Tonik?

We're passionate about ensuring that we fix any issues you experience as quickly and efficiently as possible. We continued to review our ways of working throughout 2018 and increased the root cause analysis that we conducted on our complaints. This has meant as a team we're able to identify key focus areas quicker and work to resolve any issues sooner.

Our focus for 2019, is to reduce the time it takes for us to resolve complaints, which will lead to a better member experience in turn. We plan to deliver this by upskilling our Member Service Agents so that they aren't required to refer matters to different departments so frequently.