

## 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
April – June 2019	1067	551	1094	565	30%	77%
Jan – Mar 2019	805	426	770	407	23%	70%
Oct – Dec 2018	563	315	438	245	16%	71%
Jul – Sep 2018	487	264	373	202	26%	73%
Apr – Jun 2018	301	181	174	105	35%	91%

### The top 5 reasons and %

Complaint reason	%
Billing & Meter reading	27%
Customer Service	16%
Switching Issues	11%
Payment Issues	10%
Meter installation/exchange or meter not working (smart meter)	5%

### Further information

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