

## Our 2019 Complaints Performance

At Tonik it is important to us that our members are happy. In the event of any complaints, we will resolve them in a fair and transparent way.

If you're not happy with anything from Tonik Energy, please contact our Member Services team straight away and we'll do everything we can to help. Our aim is to solve your problem the first time you contact us and ensure you speak to a named team member.

Outlined below is our 2019 complaint performance

Time period	Complaints received		Complaints resolved			
	Total complaints received	Complaints received per 100,000 customers*	Total complaints resolved	Complaints resolved per 100,000 customers*	% of complaints resolved by the end of the next working day	% of complaints resolved within 8 weeks
Jan – Dec 2019	5784	2210	5843	2233	46%	84%

\*A member with both electricity and gas = 2 customers

### The top 5 reasons and %

Complaint reason	%
Customer Service	27%
Billing & Meter reading issues - unrelated with meter type	26%
Payment Issues	13%
Switching Issues - unrelated with meter type	12%
Pricing	4%

### Further information

To learn more about making a complaint, we have a complaints handling procedure which you can find on our website:

<https://www.tonikenergy.com/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 dedicated to resolving complaints as quickly and efficiently as we can. We told you last year that our focus would be around reducing the time it takes for us to resolve complaints and that in order to do this we would be upskilling our Member Service Agents. That we did! We renewed our training for new starters and current Member Service Agents to ensure they have all the tools they need to deal with your complaint effectively and efficiently.

This year we are bringing in a new system and communication platform to streamline our processes and to avoid you contacting more than once about the same thing. We will also continue to improve our first contact resolution performance and to work on in-depth root cause analysis to review our ways of working and make our member journey better for all.