

Annual Consumer Complaint Report 2010/2011



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How are we doing?

In the second quarter of 2011 (April to June), Consumer Focus compared how the leading six domestic energy suppliers handled complaints. British Gas was awarded a 4-star rating (with 5 stars being the highest).

Encouragingly, the number of customers taking complaints to the Ombudsman is now 58% less than our residential market share (the percentage of domestic customers we supply across the UK compared to other suppliers).

We listen to our customers

We make every effort to provide our customers with exceptional service. In December 2010, we launched our automated customer satisfaction survey, which helps us to understand what our customers think of our service and how we can best act on their feedback. Since the launch of this survey, we have received feedback from over 1 million customers.

And in January 2011, we launched our new reward scheme in partnership with Nectar to thank our customers for their loyalty. Our customers can now collect Nectar points on our products and services.

Each year, domestic energy suppliers must publish details of how they handle complaints. A summary of our performance between 1 October 2010 and 30 September 2011 is set out below.

British Gas Residential – how we handled complaints

Between 1 October 2010 and 30 September 2011, we received a total of 197,682 complaints from our domestic customers which we could not deal with on the same day or the next working day after we received the complaint. Delays usually happen when we need to investigate the complaint in more detail or we need more information from another company or organisation to make sure we deal with the complaint satisfactorily.

Information

If you would like to see a copy of the Gas and Electricity (consumer complaint handling standards) Regulations 2008, please visit the OPSI (Office of Public Sector Information) website at OPSI.gov.uk. For information on how to get a hard copy, please contact The Stationery Office on **0870 600 5522**.

To see a copy of our process for handling complaints or a copy of this consumer complaint report, please visit our website at britishgas.co.uk/complaints. We can also send you copies free of charge if you call us on **0800 048 0202**.

If you have special needs



If you are hard of hearing or have difficulties with your speech and use a textphone, call **18001 0800 072 8626**.



If you would like this information in another format such as in large print, in Braille or on audio disc, call the British Gas Home Energy Care Team on **0800 072 8625**. (We may record or monitor calls for quality-control purposes.)

If you speak a language other than English, tell us when you call and we'll arrange for an interpreter to help you.



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