

# Annual Complaints Report

OVO Energy and Boost Power 2021

## Complaint Handling

Great customer service is key to what we do, but we know things don't always go quite right. When that happens, we're always keen to get any issues resolved as soon as we know about them. Sometimes, if things are more complex, they might take a little longer.

Between 1st October 2020 and 30th September 2021:

**83%** of OVO complaints were resolved by the end of next working day  
The other 14,266 (17%) took a little longer to make sure we got things right

**94%** of OVO Complaints were resolved within eight weeks

**84%** of Boost complaints were resolved by the end of next working day  
The other 7,004 (16%) took a little longer to make sure we got things right

**96%** of Boost complaints were resolved within eight weeks

The top three main complaint reasons in the last year were:

- Customer Service
- Billing
- Direct Debit and Refunds

## What are we doing?

We want OVO Energy to keep providing the best customer service we can, so here's just some improvements we have made over the last 12 months.

- We've continued to invest time into our training, making sure our customer service agents are ready to help all of our customers when you need us.
- We introduced live chat as a contact channel for our customers to help make it easier when you have a query or issue.
- Our Boost and OVO forums continue to be there for customers to help each other out when we aren't open.

## **We need your help**

We love hearing from our customers, whether the experience has been good or bad. Listening to our customer's feedback has helped us become the company we are today and we want to continue to improve. If you want to get in touch, just drop us an email at [hello@ovoenergy.com](mailto:hello@ovoenergy.com) or [hello@boostpower.co.uk](mailto:hello@boostpower.co.uk).

## **Further information**

Full details of the complaints procedure can be found on our website [here](#). If you'd like a hard copy, please call us on 0330 303 5063.

Both OVO and Boost's complaints procedure is governed by The Gas and Electricity Consumer Complaints Handling Standards Regulations 2008, a copy of which can be found [here](#).