

## Complaint handling

In line with the OFGEM Complaint Handling Standards, Ovo will publish annually the number of complaints we received that could not be resolved by the end of the following working day. Between 1st October 2010 and 30th September 2011 Ovo received 652 complaints which fell into this category. It has been a very busy year for Ovo during which we were pleased to serve over 63,000 customers. We're proud that we've helped so many customers through the complex switching process with relatively few complaints as well as continuing to deliver great service to our existing customers. In addition, during this period, we had just 7 complaints referred to us by the Energy Ombudsman so where our customers did feel we had not met their expectations we quickly and satisfactorily resolved any problems.