



Research and data  
Analogue and digital  
Customers and money

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# Customer satisfaction with energy supplier complaints handling 2016

Appendices to the Research Report

Prepared for Ofgem

September 2016

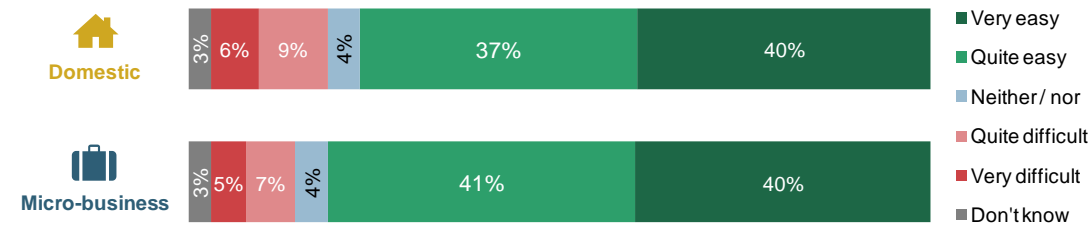
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## 1 Appendix 1: Additional charts and figures

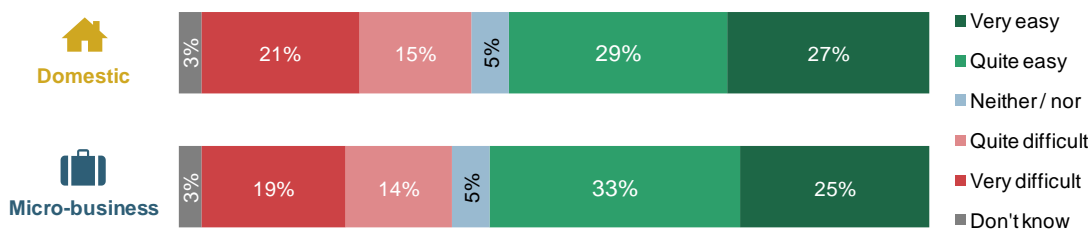
Figure A1.1: Ease of finding contact details.



QB2 1. How easy or difficult was it to find those contact details?

Bases: Domestic (3,049), Micro-business (468).

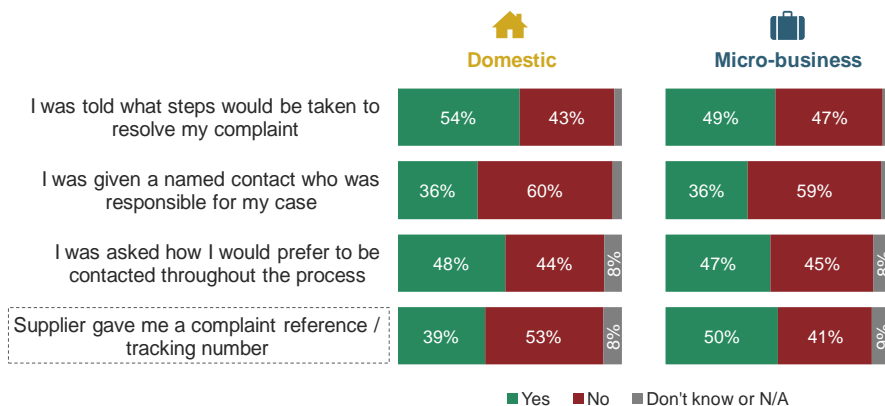
Figure A1.2: Ease of registering the complaint.



QB2 2. How easy or difficult was it to register your complaint?

Bases: Domestic (3,049), Micro-business (468).

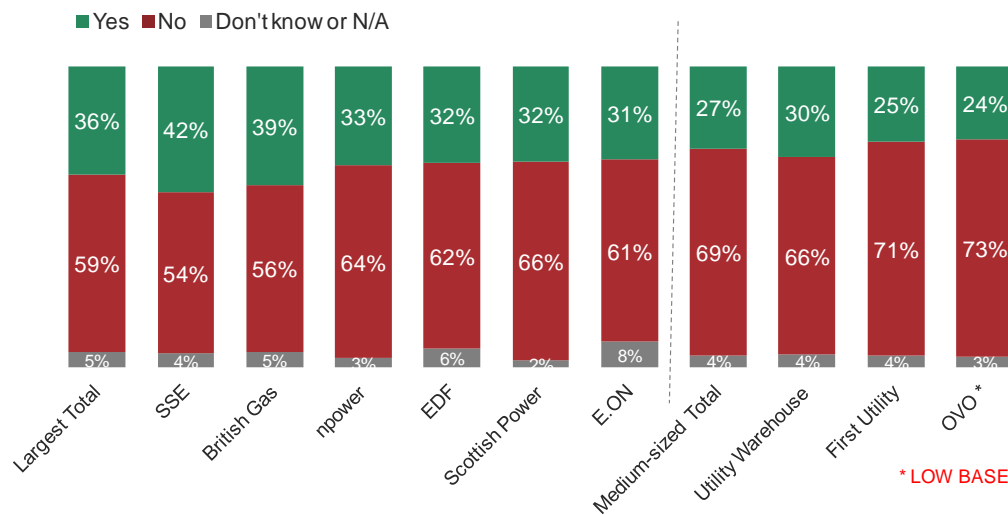
Figure A1.3: Information received by complainants at first contact.



QB4. I will now read out a few statements related to what might or might not have happened when you first contacted [named supplier] about your complaint. As I read each statement out, please say YES or NO to indicate whether or not it happened to you.

Bases: Domestic (3,049), Micro-business (468). **NB.** Boxed items indicate statistically significant differences between results reported by domestic and micro-business complainants – refers to the Yes %.

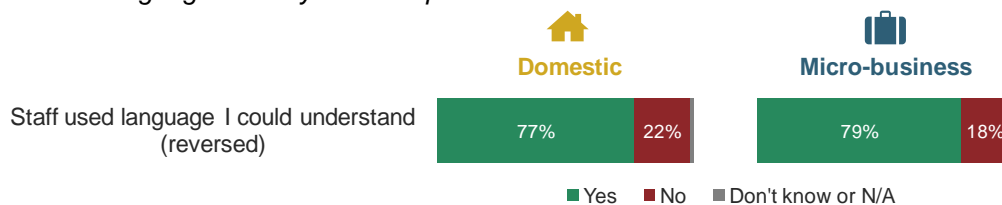
Figure A1.4: Provision of resolution timescales – domestic supplier breakdown.



B4. I will now read out a few statements related to what might or might not have happened when you first contacted [named supplier] about your complaint. As I read each statement out, please say YES or NO to indicate whether or not it happened to you - I was given a date by which my complaint would be resolved.

Bases: Largest Total (3,049), British Gas (653), SSE (405), EDF (228), E.ON (500), Scottish Power (332), npower (452) Medium-sized suppliers Total (479), Utility Warehouse (120), First Utility (247), OVO (91).











Figure A1.5: Language used by initial response staff.



QB4. I will now read out a few statements related to what might or might not have happened when you first contacted [named supplier] about your complaint. As I read each statement out, please say YES or NO to indicate whether or not it happened to you - Staff I contacted used jargon I couldn't understand (original).

Bases: Domestic (3,049), Micro-business (468).

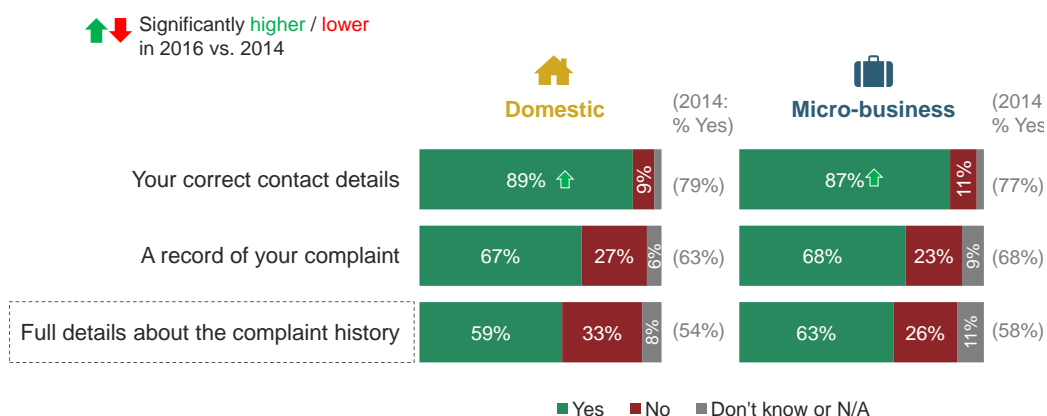
Figure A1.6: Chasing suppliers – channels used.

	 Domestic	 Micro-business
Telephone 	92%	93%
Email 	35%	58%
Post 	8%	14%
Web form (supplier website) 	6%	9%
Supplier web chat 	4%	2%
Social media 	2%	1%
Review sites 	1%	1%
SMS 	1%	2%

QC1b. And in which of the following ways did you contact them?

**Bases:** Those who re-contacted supplier (Domestic: 2,064; Micro-business: 342). **NB.** Boxed items indicate statistically significant differences between results reported by domestic and micro-business complainants.

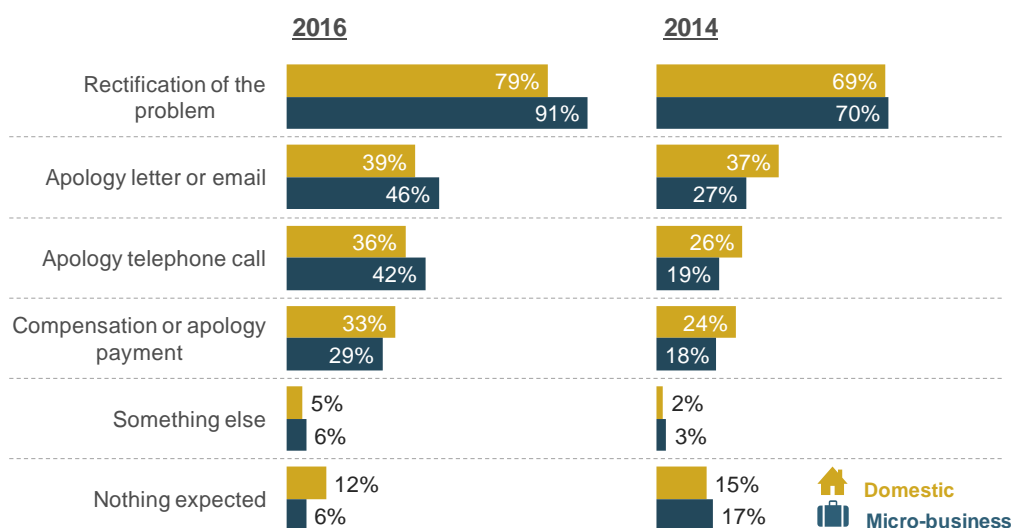
Figure A1.7: Complaint record and details by domestic and micro-business.



QC2b. 1-3 When you re-contacted them in relation to your complaint, did they have the following details? QC1b. And in which of the following ways did you contact them?

**Bases:** Those who re-contacted the supplier; Domestic (2016: 2,064; 2014: 1,681); Micro-business (2016: 342; 2014: 204). **NB.** Boxed items indicate statistically significant differences between results reported by domestic and micro-business complainants – refers to the Yes %.

Figure A1.8: Expectations of formal complaint closure 2014-2016.



QD1 After making your complaint, did you EXPECT TO receive any of the following? QE5. Have you received...?

**Bases:** Domestic resolved complaints (2016: 1,698; 2014: 1,326) Micro-business resolved complaints (2016: 250; 2014: 148).

## 2 Appendix 2: Technical note

### 2.1 Population definition

**Domestic complainants** are defined as domestic energy consumers who have made an expression of dissatisfaction (i.e. a complaint) to their supplier between 1 - 15 December 2015 if they complained to the six largest suppliers, or 1 November - 31 December 2015 if they complained to the three medium-sized suppliers.



**Micro-business complainants** are defined as businesses with 0-9 employees that have made an expression of dissatisfaction (i.e. a complaint) to their supplier between 1 November - 31 December 2015 and complained to one of the six largest suppliers.

### 2.2 Sampling

To mirror the methodology used in previous waves, suppliers from the largest suppliers and three medium-sized suppliers were asked to provide a sample from their complainants' database encompassing all customers who complained in the time periods specified above. Sample files excluded details of customers who had opted out of third party contact or if their contact details were incomplete. Where additional sample records were provided, a '1 in n' approach was used to select records. Quotas were set for suppliers at a domestic and micro-business level to ensure that sufficient numbers of interviews were collected for analysis purposes.

### 2.3 Data Collection

Complainants took part in a telephone interview of approximately 18 minutes in length for domestic complainants and 17 minutes for micro-business complainants. Interviews were conducted between 17th February and 4th April 2016 (this includes a short pilot study to test interview length). The following table provides details by supplier for the number of interviews conducted (achieved and weighted to share of complaints received in the specified time periods).

	 Domestic		 Micro-business		
	Achieved (n)	Weight (%)	Achieved (n)	Weight (%)	
<b>Largest suppliers</b>	British Gas	653	26%	116	53%
	E.ON	500	12%	100	18%
	EDF	228	13%	90	17%
	nPower	452	8%	70	5%
	Scottish Power	332	11%	51	5%
	SSE	405	13%	35	2%
<b>Medium-sized suppliers</b>	OVO	91	2%	-	-
	Utility Warehouse	120	7%	-	-
	First Utility	247	8%	-	-
	Other	21	1%	6	1%

Fieldwork was carried out at different times of day to suit respondent needs. To maximise response rates, unresponsive numbers were called multiple times to attempt contact and provide ample opportunity for complainants to express their views.

## 2.4 Questionnaire

Since the 2014 wave of research, the questionnaire was re-organised and elements were re-drafted to more closely mirror the complaint customer journey a complainant would go through, and to map onto the CHS. This was designed to improve recall; by following the order of events as experienced, the customer should be better able to recall the details of the process. Other amends were made to question wording and content to simplify, add clarity, and improve analysis opportunities. This means that in some cases, results cannot be directly compared/ tracked against previous waves but care has been taken to enable assessment of direction of travel. The full 2016 questionnaire is provided as Appendix 3.

## 2.5 Data weighting

Data was weighted according to the total volume of complaints received from the suppliers during the periods specified in section 2.1 (in Appendix 2). This approach was consistent with the previous wave, ensuring comparability of results. The total volume of complaints received by each supplier was used for this purpose, not just the sample volumes. Please note that complaint volumes received by suppliers vary each year, therefore weighting approach will differ year on year as a result.

## 2.6 Data analysis

As part of a wider analysis, Key drivers analysis (KDA) was conducted in two different ways:

- **Traditional KDA:** to understand which **emotional** outcomes influence satisfaction. These elements are perception based and rather than being drivers of satisfaction they are contributing factors, revealing the personal impact making complaints has on customers.
- **Tactical KDA:** to understand which **tactical** process elements of the complaints handling journey drive satisfaction/ dissatisfaction. These elements can be directly influenced by the suppliers.

While the 2014 survey only used Traditional KDA, which uses a slightly different statistical approach, the end outcomes of the two methods provide visually comparable results. The two types of analysis techniques are described in detail in section 7.1.



### 3 Appendix 3: Quantitative questionnaire

#### SECTION 1: INTRODUCTION

##### HIDDEN VARIABLE – FROM SAMPLE, SINGLE CODE

**dQX1.** Sample type variable

Domestic customer	1
Named micro-business customer	2
Unnamed micro-business customer	3

##### SHOW IF DOMESTIC CUSTOMER OR NAMED MICRO-BUSINESS CUSTOMER INTERVIEWER INSTRUCTIONS: READ OUT

Good morning/afternoon. Could I please speak to **[INSERT NAME FROM SAMPLE]**?

My name is **[INSERT INTERVIEWER NAME]** and I'm calling from Quadrangle, an independent market research company. We are currently carrying out research on behalf of Ofgem, the independent energy regulator for Great Britain. We're interested in speaking with energy customers about any positive or negative experiences in relation to raising any issues, problems or complaints with their energy supplier.

##### SHOW IF UNNAMED MICRO-BUSINESS CUSTOMER INTERVIEWER INSTRUCTIONS: READ OUT

Good morning/afternoon. My name is **[INSERT INTERVIEWER NAME]** and I'm calling from Quadrangle, an independent market research company. We are currently carrying out research on behalf of Ofgem, the independent energy regulator for Great Britain. We're interested in speaking with energy customers about any positive or negative experiences in relation to raising any issues, problems or complaints with their energy supplier.

Please could I speak to the person within your organisation who is responsible for managing your energy supply account?

##### INTERVIEWER INSTRUCTIONS: READ OUT INTRO AGAIN IF PASSED TO A DIFFERENT PERSON.

##### SHOW TO ALL

Would you be able to spare 15 minutes to answer some questions?

##### IF NECESSARY, REASSURE AT THIS STAGE

I reassure you that this is not a cold call and that we will not try to sell you anything. It is completely confidential in accordance with the Data Protection Act and the Market Research Society code of conduct. You will not be identified in any research findings. We will also not ask you any sensitive details about yourself.

**INTERVIEWER: IF RESPONDENT WANTS REASSURANCE ABOUT THE LEGITIMACY OF THE RESEARCH, RECORD THEIR NAME AND PHONE NUMBER AND SAY SOMEONE FROM **[INSERT Supplier FROM SAMPLE]** WILL CALL THEM BACK TO CONFIRM.**

- **IF YES: CONTINUE**



- IF NO: ARRANGE A CALL BACK OR CLOSE IF REFUSAL
- RECORD IF REFERRAL

## SECTION 2: SCREENING

### ASK ALL, SINGLE CODE

**QS1.** Energy suppliers are required to record as a complaint any expression of dissatisfaction made to them by a customer. I believe that you **[IF UNNAMED MICRO-BUSINESS: or someone from your organisation]** raised an issue, or made a complaint, with an energy supplier in **[INSERT Complaint\_month FROM SAMPLE]** 2015, is that correct?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT**

Yes, I complained	1
Yes, I complained - but I am not a business <b>[SHOW IF MICRO-BUSINESS]</b>	2
Yes, I complained - on behalf of someone else	3
Yes, I complained - on behalf of someone else - but I am not a business <b>[SHOW IF MICRO-BUSINESS]</b>	4
No	5

### ASK IF SAYS HAS NOT COMPLAINED, MULTI CODE

**QS2.** Can I just check, did you contact the energy supplier in **[INSERT Complaint\_month FROM SAMPLE]** 2015 in connection with an issue or a complaint you had raised earlier in the year?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT**

Yes	1	
No	2	<b>CLOSE</b>

### ASK IF RESPONDENT COMPLAINED AND IS A MICRO-BUSINESS, SINGLE CODE

**QS3.** Can I check, was your complaint related to the energy supplied to business premises that are separate from your home, or to the energy supplied to your home?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT**

Business premises	1
Home <b>[IF SELECTED, RESPONDENT WOULD RE-QUALIFY AS A DOMESTIC RESPONDENT]</b>	2



**ASK IF DOMESTIC COMPLAINANT WHO COMPALINED ON SOMEONE'S BEHALF, MULTI CODE EXCEPT CODE 97 WHICH IS EXCLUSIVE**

**QS1a.** You said earlier that you made the complaint on behalf of someone else. Can you tell me why THEY were not able to make the complaint themselves?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT**

Due to long term illness or disability, including mental disabilities	1
Elderly	2
Don't speak English well / not confident with their English	3
Other (Please specify)	98
Refused <b>[DO NOT READ OUT] [SINGLE CODE]</b>	97

**ASK IF MICRO-BUSINESS, SINGLE CODE**

**QS4.** Other than yourself, how many full time employees are there in your business?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT**

0-just me	1	
1 to 4	2	
5 to 9	3	
10 or more	4	
Not sure / Don't know	99	<b>CLOSE</b>

**SHOW TO ALL**

**INTERVIEWER INSTRUCTIONS: READ OUT**

Ofgem would like to understand a little more about your experience of dealing with your supplier. Please only think about the issue you raised **[IF dQS3=2: on behalf of your business]** in **[INSERT Complaint\_month FROM SAMPLE]** 2015 when answering these questions. For the purposes of this survey and to keep things simple, we will refer to this issue as 'your COMPLAINT.'

**ASK ALL, SINGLE CODE**

**QS5.** Was this complaint related to your gas supply, your electricity supply, or both?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, CLARIFY RESPONSE IF UNSURE**

Gas	1	
Electricity	2	
Both / Dual Fuel	3	
Can't remember / Don't know	99	<b>CLOSE</b>

**ASK ALL, SINGLE CODE**

**QS6.** And which supplier did you make this complaint to?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, CLARIFY RESPONSE IF UNSURE AND AVOID OTHER SPECIFY**

Atlantic	1
British Gas	2
Scottish Gas	3
EDF Energy	4
E.ON	5
Electricity Plus Supply	6



First-Utility	7
Gas Plus Supply	8
Npower	9
OVO Energy	10
Southern Electric	11
Scottish Power	12
SSE (Scottish and Southern Electric)	13
Swalec	14
Telecom Plus	15
Utility Warehouse	16
M&S (Marks and Spencer) Energy	17
Sainsbury's Energy	18
Scottish Hydro-Electric	19
The Co-op (Co-operative) Energy	20
Extra Energy	21
Other (Please Specify)	98

**ASK ALL, MULTI CODE (CLOSE IF CODING 54, 55 OR 99 ONLY)**

**QS7.** What was your complaint to **[INSERT SUPPLIER FROM QS6]** about?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, CODE ACCORDINGLY, CLARIFY RESPONSE IF UNSURE; IMPORTANT: AVOID OTHER SPECIFY WHEREVER POSSIBLE**

<b>Billing</b>		
Problems with direct debits (e.g. not taken when it was supposed to be, wrong amount taken, etc.)	1	
Bill was unclear / difficult to understand	2	
Bills sent too frequently / infrequently	3	
Not responsible for the bill/debt	4	
Failure to issue a refund , e.g. after overcharging or after I switched	5	
Issued an inaccurate bill or estimated bill	6	
Discounts not applied (e.g. warm winter discount or F.I.T. / Feed-in Tariff not applied)	7	
Bill payments not credited to account	8	
Taking money from bank account without notice	9	
Getting bills from wrong supplier	10	
Given multiple accounts instead of one	11	
Other billing issue	12	
<b>Pricing</b>		
Unhappy with supplier's price	13	
Didn't notify of price increases	14	
<b>Sales</b>		
Given wrong information (e.g. inaccurate price, wrong contract terms, etc.)	15	
Didn't know they were agreeing to/signing up to a contract (e.g. asked for information only)	16	
Behaviour of SALES staff	17	
Unsolicited contact / cold calling by suppliers	18	
<b>Debt</b>		
Difficulty with debt re-payment scheme or changing payment method	19	
Debt collection (e.g. threats of disconnection, unaffordable requests for payment as part of paying debt)	20	



<b>Meters</b>		
Meter accuracy	21	
Position of the meter (e.g. not accessible)	22	
Meter exchange (pre-payment meter to credit & vice versa)	23	
Installation / removal issues	24	
Broken meter	25	
Other meter issues	26	
<b>Smart meters</b>		
Catch-up bill after a smart meter was put in	27	
Doesn't want a smart meter (e.g. supplier says they have to have one)	28	
Problems with trying to switch suppliers with a smart meter	29	
Other issues related to smart meters (Please Specify)	30	
<b>Pre-payment meters</b>		
Delays in receiving the pre-payment card	31	
Problems in charging the pre-payment card	32	
Settings on the meter (e.g. debt recovery amount set wrongly, etc.)	33	
<b>Change of supplier/tariff</b>		
Erroneous transfer / supplier switch (e.g. switching process started even though customer didn't initiate it)	34	
Supplier not letting the customer switch due to existing debt on their account	35	
Not processing supplier switch (e.g. slowly or not happening at all)	36	
Not processing tariff change (e.g. slowly or not at all) – staying with same supplier	37	
Changing to residential tariff	38	
Changing supplier	39	
On the wrong/unhappy with tariff	40	
<b>Customer service</b>		
Difficulty contacting the supplier	41	
Staff behaviour or attitude	42	
Failed appointment	43	
Lost / didn't have details to process the query (e.g. account info or complaint details)	44	
Rude / harassing communications	45	
<b>Account Management</b>		
Passing on details to third parties without consent	46	
Can't submit meter reading online	47	
Issues using online account or app (other than problems submitting meter reading online)	48	
Issues with contract set up / ending / renewal	49	
Fines / cancelling contract due to late payments	50	
Have not received reward vouchers	51	
Updating account information	52	
Provided wrong meter reading and issued bill needed updating	53	
<b>Other</b>		
Other (Please Specify)	98	
Gas / electricity supply was interrupted	54	<b>CLOSE</b>
Boiler related issues (broken down, service issues)	55	
Can't remember / Don't know	99	



## SECTION 4: INITIAL CONTACT

### ASK ALL, MULTI CODE

**QB1.** Thinking about when you contacted **[INSERT SUPPLIER FROM QS6]** in **[INSERT Complaint\_month FROM SAMPLE]**, where did you find the contact information you needed to make the complaint?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, PROMPT / CLARIFY RESPONSE IF NECESSARY**

Bill or account statement	1
<b>[Supplier's]</b> website	2
Copy of <b>[Supplier's]</b> complaint handling procedure booklet	3
Other website	4
Other form of communication from <b>[Supplier]</b>	5
Referred from other department within <b>[Supplier]</b> (e.g. accounts, meter readings, etc.)	6
Citizens Advice consumer service (a nationwide <b>telephone</b> service)	7
Energy Ombudsman	8
Age UK	9
Friends or family	10
Citizens Advice Bureau (a <b>local office</b> / walk in)	11
Citizens Advice website	12
Other (Please specify)	98
Don't know / Can't remember <b>[SINGLE CODE]</b>	99

### ASK ALL, SINGLE CODE PER ROW

**QB2.** How easy or difficult was it to...?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, CLARIFY IF NECESSARY:** And is that 'Very' or 'Quite' .....?

### STATEMENTS:

<b>QB2_1</b>	Find those contact details
<b>QB2_2</b>	Register your complaint with <b>[INSERT SUPPLIER FROM QS6]</b>

### SCALE:

Very easy	1
Quite easy	2
Neither easy nor difficult	3
Quite difficult	4
Very difficult	5
Don't know / Not applicable	99



**ASK IF FOUND IT DIFFICULT TO REGISTER COMPLAINT, MULTI CODE**

**QB3.** What would you say was the MAIN reason why you found it difficult to have your complaint registered?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, PROBE FOR MAIN REASON**

I could not get through to the right person / department	1
I was put through to the wrong person / department	2
Refused to put me through to complaints department	3
Hung up on me when they were trying to put me through to complaints dept.	4
I was passed around	10
The phone was always engaged	5
I couldn't find the phone number anywhere	11
My written complaint was not acknowledged	6
I wasn't sure if I had the right email address / it wasn't clear	7
I wasn't sure if I had the right Twitter name / it wasn't clear	8
Supplier claimed there was no problem	9
No access to internet	12
Other (Please specify)	98
Don't know <b>[DO NOT READ OUT]</b>	99

**ASK ALL, SINGLE CODE PER ROW, RANDOMISE ORDER**

**QB4.** I will now read out a few statements related to what might or might not have happened when you first contacted **[INSERT SUPPLIER FROM QS6]** about your complaint. As I read each statement out, please say YES or NO to indicate whether or not it happened to you.

**INTERVIEWER INSTRUCTIONS: READ OUT STATEMENTS, CLARIFY RESPONSE IF NECESSARY. CODE N/A WHERE DOES NOT APPLY OR PARTICIPANT DOES NOT KNOW/CANNOT REMEMBER.**

		Yes	No	N/A
<b>QB4_2</b>	Staff I contacted used jargon I couldn't understand	1	2	96
<b>QB4_6</b>	I was given a named contact who was responsible for my case	1	2	96
<b>QB4_7</b>	I was asked how I would prefer to be contacted throughout the complaints process	1	2	96
<b>QB4_9</b>	I received a formal acknowledgement of my complaint via email, post or phone	1	2	96
<b>QB4_10</b>	I was told what steps would be taken to resolve my complaint	1	2	96
<b>QB4_12</b>	I was given a date by which my complaint would be resolved	1	2	96
<b>QB4_8</b>	They used my preferred method of contact when following up on my complaint	1	2	96
<b>QB4_11</b>	I was told how long each step in the resolution process would take	1	2	96



**ASK IF WAS GIVEN A RESOLUTION DATE, SINGLE CODE**

**QB5.** How long did **[INSERT SUPPLIER FROM QS6]** tell you it would take to resolve your complaint?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT BUT PROMPT IF NECESSARY**

Same day	1
Next day	2
Within a couple of days	3
3 to 7 days / within a week	4
8 to 14 days / within a fortnight	5
15 to 28 days / within a month	6
More than 28 days / longer than a month	7
Don't know / Can't remember	99

**SECTION 5: SUBSEQUENT CONTACT**

**ASK ALL, OPEN NUMERIC AND SINGLE CODE**

**QC1d.** Have you contacted **[INSERT SUPPLIER FROM QS6]** YOURSELF in relation to your complaint after you first raised it with them?

- **IF YES:** Approximately how many times did YOU contact, or attempt to contact them?
- **IF NO: TYPE IN 0**

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, IF RESPONDENT NOT SURE, PROMPT BY SAYING: Was it once, twice, more than that? IF RESPONDENT PROVIDES A BAND SUCH AS FOUR TO FIVE TIMES, RECORD THE LOWER VALUE OF THE BAND, ENCOURAGE TO PROVIDE THEIR BEST ESTIMATE IF UNSURE**

<b>[INSERT NUMBER 0-99]</b>	
Not sure / Can't remember <b>[DO NOT READ OUT]</b>	99

**ASK IF CONTACTED SUPPLIER AT LEAST ONCE, MULTI CODE EXCEPT 99 WHICH IS EXCLUSIVE, RANDOMISE ORDER BUT FIX CODE 98 AND 99 TO BOTTOM**

**QC1b.** And in which of the following ways did you contact them?

**INTERVIEWER INSTRUCTIONS: READ OUT, IF NECESSARY CLARIFY THAT THIS REFERS TO HOW THE RESPONDENT CONTACTED THE SUPPLIER**

Telephone	1
Text message / SMS	2
Email	3
Letter	4
Fax	5
Supplier's website - by filling out a form	6
Supplier's website – web chat	7
Facebook, Twitter or other social media site	8
Review sites, for example, through an online forum	9
Any other way (Please specify)	98
Don't know <b>[DO NOT READ OUT] [SINGLE CODE]</b>	99





**ASK IF CONTACTED SUPPLIER AT LEAST ONCE, SINGLE CODE PER STATEMENT**

**QC2b.** When you re-contacted them in relation to your complaint, did they have the following details?

**INTERVIEWER INSTRUCTIONS: READ OUT STATEMENTS. CODE N/A WHERE DOES NOT APPLY OR PARTICIPANT DOES NOT KNOW/CANNOT REMEMBER.**

		Yes	No	N/A
<b>QC2b_1</b>	A record of your complaint	1	2	96
<b>QC2b_2</b>	Your correct contact details	1	2	96
<b>QC2b_3</b>	Full details about the complaint history	1	2	96

**ASK ALL, SINGLE CODE PER ROW, RANDOMISE**

**QC4.** I'll now read out a few statements relating to how you were dealt with by **[INSERT SUPPLIER FROM QS6]** when handling your complaint. This relates to any contact you had with them whether by telephone, email or any other format.

As before, please say YES or NO.

**INTERVIEWER INSTRUCTIONS: READ OUT, CLARIFY RESPONSE IF NECESSARY. CODE N/A WHERE DOES NOT APPLY OR PARTICIPANT DOES NOT KNOW/CANNOT REMEMBER.**

		Yes	No	N/A
<b>QC4_1</b>	I dealt with one person at <b>[INSERT SUPPLIER FROM QS6]</b> throughout the process	1	2	96
<b>QC4_2</b>	I was told I could escalate my complaint to a more senior member of staff	1	2	96
<b>QC4_3</b>	I was told where I could seek independent advice in relation to my complaint	1	2	96
<b>QC4_4</b>	I escalated my complaint to a more senior member of staff	1	2	96

**ASK IF DEALT WITH MORE THAN ONE PERSON, OPEN NUMERIC AND SINGLE CODE**

**QC5.** And approximately how many people at **[INSERT SUPPLIER FROM QS6]** contacted you in connection with your complaint?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, IF RESPONDENT NOT SURE, PROMPT BY SAYING: Was it one or two people, more than that? IF RESPONDENT PROVIDES A BAND SUCH AS FOUR TO FIVE PEOPLE, RECORD THE LOWER VALUE OF THE BAND, ENCOURAGE TO PROVIDE AN ESTIMATE IF UNSURE**

<b>[INSERT NUMBER 0-99]</b>	
Not sure / Can't remember <b>[DO NOT READ OUT]</b>	99



**ASK IF ESCALATED COMPLAINT, MULTI CODE EXCEPT CODE 99 WHICH IS EXCLUSIVE**

**QC6.** You said you escalated your complaint to a senior member of staff, why is that?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, CLARIFY RESPONSE IF NECESSARY**

I wanted to deal with one person	1
Every time I called I had to speak to someone different	2
It was taking too long to get the complaint resolved	3
I found it difficult to find the right person to handle my complaint	4
Staff I spoke to did not understand my complaint / didn't understand what the problem was	5
I hadn't heard anything for a long time	6
Complaint was not logged properly	7
I just wanted things to move along quicker	8
I did not understand what the person I was speaking to was saying (e.g. accent / language issues)	9
The person I spoke to didn't understand what I was saying (e.g. accent / language issues)	10
Staff attitude	11
Jargon used made it difficult to understand what was causing the problem	12
Other (Please specify)	98
Don't know <b>[SINGLE CODE]</b>	99

**ASK ALL, SINGLE CODE PER ROW, RANDOMISE ORDER OF STATEMENTS**

**QC8.** During the complaints process, did **[INSERT SUPPLIER FROM QS6]**...?

**INTERVIEWER INSTRUCTIONS: READ OUT, CLARIFY RESPONSE IF NECESSARY. CODE N/A WHERE DOES NOT APPLY OR PARTICIPANT DOES NOT KNOW/CANNOT REMEMBER.**

		Yes	No	N/A
<b>QC8_1</b>	Direct you to the complaints handling procedure on their website	1	2	96
<b>QC8_2</b>	Offer to send you a copy of their Complaints Handling Procedures free of charge	1	2	96
<b>QC8_3</b>	Regularly update you on the progress of your complaint	1	2	96
<b>QC8_4</b>	Give you a complaint reference or tracking number	1	2	96
<b>QC8_5</b>	Always get back to you when promised or agreed	1	2	96
<b>QC8_9</b>	Make decisions while you were on the phone to them <b>[SHOW IF CONTACTED SUPPLIER VIA TELEPHONE]</b>	1	2	96



**ASK ALL, SINGLE CODE PER ROW, RANDOMISE ORDER OF STATEMENTS**

**QC9.** During the complaints process, did you...?

**INTERVIEWER INSTRUCTIONS: READ OUT, CLARIFY RESPONSE IF NECESSARY.  
CODE N/A WHERE DOES NOT APPLY OR PARTICIPANT DOES NOT KNOW/CANNOT  
REMEMBER.**

		Yes	No	N/A
<b>QC9_1</b>	Have to chase <b>[INSERT SUPPLIER FROM QS6]</b> to find out what was happening with your complaint	1	2	96

**SECTION 6: COMPLAINT RESOLUTION**

**ASK ALL, MULTI CODE, RANDOMISE ORDER BUT KEEP CODES 98, 96 AND 99 AT  
BOTTOM**

**QD1.** After making your complaint, did you EXPECT TO receive any of the following?

**INTERVIEWER INSTRUCTIONS: READ OUT**

Rectification of the problem	1
Apology letter or email	2
Apology telephone call	3
Compensation or apology payment	4
Something else (Please specify)	98
Nothing expected <b>[DO NOT READ OUT] [SINGLE CODE]</b>	96
Not sure / Don't know <b>[DO NOT READ OUT] [SINGLE CODE]</b>	99

**ASK ALL, SINGLE CODE**

**QD2.** Would you say your complaint is...?

**INTERVIEWER INSTRUCTIONS: READ OUT, CLARIFY RESPONSE IF NECESSARY**

Resolved	1
Not resolved but your supplier thinks it is	2
Live and still ongoing	3
Not sure <b>[DO NOT READ OUT]</b>	4

**SECTION 7: RESOLVED COMPLAINTS**

**ASK IF RESOLVED, SINGLE CODE**

**QE1.** How long did it take for your complaint to be resolved?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT BUT PROMPT IF NECESSARY**

Same day	1
Next day	2
Within a couple of days	3
3 to 7 days / within a week	4
8 to 14 days / within a fortnight	5
15 to 28 days / within a month	6
28 to 56 days / within 2 months	7
More than 56 days / Longer than 2 months	8
Don't know / Can't remember	99



**ASK IF RESOLVED, SINGLE CODE**

**QE2.** To what extent do you agree or disagree that the time it took to resolve your complaint was acceptable?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, PROMPT IF NECESSARY:** Is that 'Strongly' or 'Somewhat'...?

Strongly agree	1
Somewhat agree	2
Neither agree nor disagree	3
Somewhat disagree	4
Strongly disagree	5
Don't know <b>[DO NOT READ OUT]</b>	99

**ASK IF RESOLVED, SINGLE CODE**

**QE4.** And has the complaint been resolved by **[INSERT SUPPLIER FROM QS6]** or the Energy Ombudsman?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT**

Supplier	1
Energy Ombudsman	2
Don't know / Not sure	99

**ASK IF RESOLVED, SINGLE CODE PER ROW, RANDOMISE ORDER BUT ANCHOR QE5\_5 AT THE END**

**QE5.** Have you received...?

**INTERVIEWER INSTRUCTIONS: READ OUT STATEMENTS, IF RESPONDENT NOT SURE WHETHER THEY RECEIVED ANYTHING ELSE – LAST STATEMENT, EXPLAIN THIS COULD BE SOMETHING LIKE VOUCHERS**

		Yes	No	N/A
<b>QE5_1</b>	Confirmation that your complaint has been resolved	1	2	96
<b>QE5_2</b>	An apology in writing or over the phone	1	2	96
<b>QE5_3</b>	An explanation of what went wrong in writing or over the phone	1	2	96
<b>QE5_4</b>	Compensation or an apology payment	1	2	96
<b>QE5_5</b>	Anything else (Please specify)	1		

**ASK IF RESOLVED AND RECEIVED SOMETHING FOLLOWING RESOLUTION, SINGLE CODE**

**QE7.** Overall, how satisfied or dissatisfied are you, that what you received adequately reflects the problems that you'd encountered?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, PROMPT IF NECESSARY:** Is that 'Very' or 'Quite'...?

Very satisfied	1
Quite satisfied	2
Neither satisfied nor dissatisfied	3
Quite dissatisfied	4
Very dissatisfied	5
Don't know <b>[DO NOT READ OUT]</b>	99

**SECTION 8: UNRESOLVED COMPLAINTS**
**ASK IF UNRESOLVED OR UNSURE, SINGLE CODE PER ROW, RANDOMISE ORDER OF STATEMENTS**

**QF1.** Thinking about what's been happening so far in relation to your complaint, has **[INSERT SUPPLIER FROM QS6]**...?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT BUT PROMPT IF NECESSARY. CODE N/A WHERE DOES NOT APPLY OR PARTICIPANT DOES NOT KNOW/CANNOT REMEMBER.**

		Yes	No	N/A
<b>QF1_2</b>	Sent you a letter saying that you can take your complaint to the Energy Ombudsman	1	2	96

**ASK IF UNRESOLVED OR UNSURE, SINGLE CODE PER ROW**

**QF2.** And have you...?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT BUT PROMPT IF NECESSARY. CODE N/A WHERE DOES NOT APPLY OR PARTICIPANT DOES NOT KNOW/CANNOT REMEMBER.**

		Yes	No	N/A
<b>QF2_1</b>	Contacted Citizens Advice consumer service, a telephone only service	1	2	96
<b>QF2_2</b>	Contacted the Energy Ombudsman	1	2	96
<b>QF2_3</b>	Made a further complaint to <b>[INSERT SUPPLIER FROM QS6]</b> in relation to the same issue	1	2	96

**ASK IF UNRESOLVED OR UNSURE, SINGLE CODE**

**QF3.** Were you aware of the Energy Ombudsman prior to making a complaint with **[INSERT SUPPLIER FROM QS6]**?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT**

Yes	1
No	2
Not sure	99



**ASK IF UNRESOLVED OR UNSURE, MULTI CODE**

**QF4.** As far as you're aware, what's currently happening with your complaint?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT BUT PROBE WITH PRECODES TO CLARIFY RESPONSE IF REQUIRED, IF RESPONDENT SAYS THEY ARE SWITCHING SUPPLIER ASK 'What about the complaint – how would you describe what's currently happening with the complaint itself?'**

Nothing, not heard from supplier yet	1
The supplier is investigating the problem – waiting for their response	2
Still waiting for final response from them	3
I'm in negotiations with the supplier	4
Waiting for the next bill to see if problem was rectified	5
Waiting for an engineer	6
I need to get back in touch with the supplier	7
Waiting for compensation / vouchers / other payment to arrive	8
Supplier is demanding money / debt collection	9
I have given up	10
Supplier thinks the complaint is resolved	11
Not sure as I switched suppliers and haven't heard anything	12
Don't know <b>[SINGLE CODE]</b>	99

**ASK IF UNRESOLVED OR UNSURE AND [Sample complaint status = Resolved], MULTI CODE**

**QF5.** We understand that **[INSERT SUPPLIER FROM QS6]** thinks that the complaint has been resolved. Please can you tell me the MAIN reason why YOU think it has NOT been resolved?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, PROBE FOR MAIN REASON**

Lack of communication	1
Waiting for a letter	2
Still encountering the same problem with billing	3
Still encountering the same problem with the meter	4
Still awaiting a new meter	5
Awaiting refund / compensation	6
Awaiting final bill	7
Have not received an explanation	8
Not at end of process yet	9
Poor customer service / unhelpful staff	10
Did not listen to me/ Do not engage with me	11
Internal systems/ Bureaucratic company impedes resolution of complaint	12
Other (Please specify)	98



## SECTION 9: IMPACT OF COMPLAINT & PROCESS

### ASK ALL, SINGLE CODE

**QG1.** Taking everything into account, how satisfied are you overall with the way in which your complaint has been handled by **[INSERT SUPPLIER FROM QS6]**? Would you say you are...?

**INTERVIEWER INSTRUCTIONS: READ OUT**

Very satisfied	1
Quite satisfied	2
Neither satisfied nor dissatisfied	3
Quite dissatisfied	4
Very dissatisfied	5
Don't know <b>[DO NOT READ OUT]</b>	99

### ASK ALL, SINGLE CODE PER STATEMENT, RANDOMISE ORDER OF STATEMENTS

**QG2a.** On a scale of 1 to 5, where 1 means 'STRONGLY AGREE' and 5 means 'STRONGLY DISAGREE,' to what extent would you say you agree that the **[INSERT SUPPLIER FROM QS6]** staff that you dealt with throughout the complaint process **[IF UNRESOLVED OR UNSURE: so far]**...

**INTERVIEWER INSTRUCTIONS: READ OUT STATEMENTS, PROMPT SCALE IF NECESSARY**

#### STATEMENTS:

<b>QG2a_1</b>	Were polite
<b>QG2a_2</b>	Clearly understood your complaint
<b>QG2a_3</b>	Took your complaint seriously
<b>QG2a_6</b>	Treated you as an individual
<b>QG2a_8</b>	Were professional
<b>QG2a_9</b>	Were helpful

#### SCALE:

1 – Strongly agree	1
2	2
3	3
4	4
5 – Strongly disagree	5
Don't know <b>[DO NOT READ OUT]</b>	99

**ASK ALL, SINGLE CODE**

**QG3a.** Thinking about the way **[INSERT SUPPLIER FROM QS6]** have handled your complaint **[IF UNRESOLVED OR UNSURE: so far]**, to what extent do you agree or disagree that...?

**INTERVIEWER INSTRUCTIONS: PROMPT SCALE IF NECESSARY WITH:** And is that 'strongly' or 'somewhat'...?

**STATEMENTS:**

<b>QG3a_1</b>	They have treated you fairly
<b>QG3a_2</b>	The complaints process <b>[IF UNRESOLVED OR UNSURE: so far has been]</b> <b>[IF RESOLVED: was]</b> stressful

**SCALE:**

Strongly agree	1
Somewhat agree	2
Neither agree nor disagree	3
Somewhat disagree	4
Strongly disagree	5
Don't know <b>[DO NOT READ OUT]</b>	99

**ASK ALL, SINGLE CODE**

**QG4.** Do you plan to switch energy suppliers, or have you already switched, as a result of your experience with this complaint?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT**

Yes – already switched	1
Yes – in the process of switching	2
Yes – planning to switch	3
No – not planning to switch	4
Don't know / Not sure yet	99

**ASK ALL, MULTI CODE**

**QG5.** Have you made a complaint, excluding the one we have talked about today, to any of the following types of companies or organisations in the last 12 months?

**INTERVIEWER INSTRUCTIONS: READ OUT**

Your current energy supplier	1
A different energy supplier	2
Water company	3
Telephone provider	4
Internet service provider	5
Bank or building society	6
Transport provider, such as a bus or train operator	7
Local council	8
None of these <b>[DO NOT READ OUT]</b> <b>[SINGLE CODE]</b>	96
Don't know / Can't remember <b>[DO NOT READ OUT]</b> <b>[SINGLE CODE]</b>	99





## SECTION 10: CLASSIFICATION

### SHOW TO ALL

#### INTERVIEWER INSTRUCTIONS: READ OUT

The final questions are about you **[IF MICRO-BUSINESS: and your business]** - just for general classification purposes.

### ASK ALL, SINGLE CODE

**QH1.** Please can you tell me how you pay for your energy with **[INSERT SUPPLIER FROM QS6]**?

#### INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, CLARIFY IF NECESSARY

Monthly direct debit (or standing order)	1
Quarterly direct debit (or standing order)	2
Pay by cheque, cash or card on receipt of your bill	3
Bank transfer (via online banking or in a branch)	4
Prepayment meter (where you top up credit onto a key or card) <b>[SHOW IF DOMESTIC]</b>	5
Fuel direct (where a set amount is deducted from your benefits before you receive them) <b>[SHOW IF DOMESTIC]</b>	6
Weekly \ fortnightly payment scheme <b>[SHOW IF DOMESTIC]</b>	7
Payment card \ book where you can pay money in whenever you choose <b>[SHOW IF DOMESTIC]</b>	8
Don't know <b>[DO NOT READ OUT]</b>	99
Refused <b>[DO NOT READ OUT]</b>	97

### ASK IF DOMESTIC, SINGLE CODE

**QH2.** Please can you tell me your age?

#### INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, IF CUSTOMER UNWILLING TO PROVIDE ANSWER, READ OUT BANDS UNTIL CODED

18-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75+	7
Refused <b>[DO NOT READ OUT]</b>	97

### ASK IF DOMESTIC, SINGLE CODE

**QH4.** Which of the following best describes your ethnic group?

#### INTERVIEWER INSTRUCTIONS: READ OUT UNTIL CODED

White / White British	1
Black / African / Caribbean / Black British	2
Asian / Asian British	3
Mixed / multiple ethnic groups	4
Other ethnic group	5
Refused <b>[DO NOT READ OUT]</b>	97



**ASK IF DOMESTIC, SINGLE CODE**

**QH5.** Can I just check, is English your first or main language that you use at home? **IF YES:** Is it the only language you use or do you also speak other languages?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, CLARIFY RESPONSE IF UNSURE**

Yes – English only	1
Yes – English is main but speak other languages	2
Yes – Consider English and other language(s) as main / Bilingual	3
No – speak another language at home	4
Refused <b>[DO NOT READ OUT]</b>	97

**ASK IF DOMESTIC, SINGLE CODE**

**QH6.** Do you have any long term physical or mental impairments which limit your daily activities or the work you can do, including problems due to old age?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT**

Yes	1
No	2
Refused	97

**ASK IF DOMESTIC, SINGLE CODE**

**QH7.** How often do you use the internet? **IF NEVER:** Do you have access to the internet so that you COULD use it if you wanted to?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, CLARIFY RESPONSE IF UNSURE**

Several times a day	1
Roughly every day	2
At least once a week	3
At least one a month	4
Less than once a month	5
Never – but I have access	6
Never – I do not have access	7
Refused <b>[DO NOT READ OUT]</b>	97

**ASK IF DOMESTIC, SINGLE CODE**

**QH9.** Who is the Chief Income Earner in your household, is it yourself or someone else?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, IF NECESSARY CLARIFY THAT THE CHIEF INCOME EARNER IS THE PERSON IN THE HOUSEHOLD WHO HAS THE HIGHEST INCOME**

Respondent	1
Someone else	2



**ASK IF DOMESTIC, SINGLE CODE**

**QH10.** Please can you tell me...?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, IF NECESSARY CLARIFY THAT THE CHIEF INCOME EARNER IS THE PERSON IN THE HOUSEHOLD WHO HAS THE HIGHEST INCOME**

**IMPORTANT: IF RESPONDENT SAYS THE CHIEF INCOME EARNER IS A STUDENT, IS RETIRED OR UNEMPLOYED, TYPE THIS RESPONSE INTO THE JOB TITLE FIELD AND TYPE N/A IN THE INDUSTRY FIELD AND 0 IN THE LAST TWO**

<b>QH10_1</b>	What's [your / their] job title?	<b>[WRITE IN]</b>
<b>QH10_2</b>	What industry is it?	<b>[WRITE IN]</b>
<b>QH10_3</b>	Are [you / they] responsible for other employees? <b>IF YES:</b> For how many? <b>IF NO ONE TYPE IN 0</b>	<b>[WRITE IN]</b>
<b>QH10_4</b>	How many people work for the company [you / they] work for?	<b>[WRITE IN]</b>

**ASK IF MICRO-BUSINESS, SINGLE CODE**

**QH11.** Do you have responsibility for decision making about energy procurement, energy supplier management or energy broker management? **IF YES:** Is that full or joint responsibility?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, CLARIFY RESPONSE IF NECESSARY**

Yes – I have full responsibility	1
Yes – I have joint / some responsibility	2
No – I don't have any responsibility	3

**ASK IF MICRO-BUSINESS, SINGLE CODE**

**QH12.** What's your position within the business?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, CLARIFY RESPONSE IF NECESSARY**

Owner / Partner / CEO level	1
Financial Director / Director	2
Manager level	3
Executive level	4
Office manager	5
Other employee	6

**ASK IF MICRO-BUSINESS, SINGLE CODE**

**QH13.** What is your primary business activity?

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, PROMPT WITH PRE CODES IF NECESSARY**

Catering / restaurant / fast food	1
Construction / manufacturing	2
Farming	3
Garage, mechanics, repair	4
Leisure services	5
Professional/Consultancy services	6



Property Development & Sales	7
Retail	8
Charity	9
Public sector / local government	10
Health	11
Education	12
Other (Please specify)	98

**ASK IF MICRO-BUSINESS, SINGLE CODE**

**QH14.** What's your business' approximate annual turnover? **IF UNSURE:** Please provide your best estimate.

**INTERVIEWER INSTRUCTIONS: DO NOT READ OUT, PROMPT WITH PRE CODES IF NECESSARY**

Less than £25,000	1
£25,000 to £50,000	2
£50,001 to £250,000	3
£250,001 to £500,000	4
£500,001 to £1 million	5
£1 million to £2 million	6
More than £2 million	7
Don't know <b>[DO NOT READ OUT]</b>	99
Refused <b>[DO NOT READ OUT]</b>	98

**THANK & CLOSE**

**SHOW IF SCREENED OUT:**

**INTERVIEWER INSTRUCTIONS: READ OUT**

Thank you for your time, however, we are looking to speak to customers who have recently made a complaint to their energy provider and have a clear recollection of it, therefore, we won't be able to continue the survey at this time.

**SHOW IF COMPLETED SURVEY:**

**INTERVIEWER INSTRUCTIONS: READ OUT**

On behalf of Ofgem, thank you for your time today – we appreciate your input.

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