

Our Complaints Performance

Here at PFP Energy delivering great customer service is at the core of everything we do. We aim to treat you with honesty and integrity so that you can be confident that we are looking out for your interests!

We aim to resolve all our complaints within the first 24 hours of it reaching an advisor, although we know this is not always possible. Here you can see our latest report on the complaints we have received.



Complaints received



Complaints resolved on same or next working day



Complaints resolved within the first 8 weeks

Reporting Period	Complaints we received this quarter	Complaints we resolved this quarter	Complaints resolved per 10k customers	% complaints resolved by the end of the next working day	% complaints resolved within 8 weeks
Q4 2020	414	411	45	70%	98%
Q3 2020	275	266	36	63%	95%
Q2 2020	224	215	28	72%	95%
Q1 2020	734	721	92	81%	98%
Q4 2019	862	856	102	85%	99%
Q3 2019	1411	1398	169	91%	99%
Q2 2019	1311	1290	147	90%	98%
Q1 2019	2159	2131	243	91%	98%

Top 5 Causes of Customer Complaints



Previously Reported Complaints Performance

Reporting Period	Complaints we received this quarter	Complaints we resolved this quarter	% complaints resolved by the end of the next working day	% complaints resolved within 8 weeks
Q4 2018	3581	3552	94%	99%
Q3 2018	2610	2593	94%	99%
Q2 2018	1303	1254	81%	97%
Q1 2018	1580	1580	89%	99%
Q4 2017	712	712	76%	97%
Q3 2017	480	480	72%	97%
Q2 2017	470	470	72%	99%
Q1 2017	385	385	68%	96%
Q4 2016	522	522	82%	99%
Q3 2016	380	380	79%	71%
Q2 2016	246	246	70%	98%

What Should I Do if I Have a Complaint?

We take all complaints very seriously and we'll do everything we can to put things right. If you have a complaint about the services provided under the Contract you should in the first instance write to us at our correspondence address:

PFP Energy,
Edward VII Quay,
Navigation Way,
Ashton-on-Ribble,
Preston, PR2 2YB

You can also contact us by e-mail at complaints@pfpenergy.co.uk.

Our complaints process is available to view on our website at <http://www.pfpenergy.co.uk/help-support/faqs/complaints/>

Where we are unable to resolve the matter to your satisfaction you may refer the complaint to the Energy Supply Ombudsman at:

Ombudsman Service, Energy PO Box 966
Warrington WA4 9DF
Phone: 0330 440 1624
Fax: 0330 440 1625
Text phone: 0330 440 1600

E-mail: os-enquiries@os-energy.org

Web: <https://ombudsman-services.org/sectors/energy>