

Outfox The Market Annual Consumer Complaints Report 1 January 2022 to 31 December 2022

Outfox The Market and its trusted partners promise to take extra care of you. We strive to deliver an excellent service all the while ensuring you are treated fairly. Our agents are honest and professional when it comes to handling your complaint or query however simple or complex this may be. They will help with a smile and fix things for you on the same day where reasonably possible to do so.

Between 1 January 2022 to 31 December 2022, we received 403 complaints from domestic customers that we couldn't resolve by the end of the next working day.

Some complaints may be more complex than others and we may have third party dependencies to help resolve matters fully. We will ensure we do all the heavy lifting for you, keeping you informed of the progress, and holding your hand through the entire process. You can download a copy of our complaints handling policy [here](#). If you wish to receive a free paper copy of the policy and this Annual Complaints Report, you can request this by calling us on FREEPHONE 0800 103 2702 and we will arrange this.

All energy supplier policies and practices are regulated by Ofgem. A copy of their procedure, in line with the "The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008" can be found [here](#). You can also purchase a hard copy from [The Stationery Office Ltd \(TSO\)](#) through their online bookshop or by calling 0333 200 2425.

We value you as our customer and love to hear what you have to say. If you have a complaint or simply would like to make a suggestion and/or share your experience, do let us know! We will be sure to feed all suggestions/learnings into the business to include in our future improvement plans.

We are continuously reviewing our policies and procedures and investing in our systems, processes, and people. This ensures we stay up to date with the latest best practice measures for changing circumstances in the energy world. We may get things wrong from time to time, inevitably no business, person or process is without a flaw. Rest assured we are determined to grow with you and get better every time, so you experience world-class service and make OTM your supplier of choice.

Our performance over the years

❖ 1 January 2021 to 31 December 2021

In this period, we received 496 complaints from domestic customers that we couldn't resolve by the end of the next working day.

❖ 1 January 2020 to 31 December 2020

In this period, we received 826 complaints from domestic customers that we couldn't resolve by the end of the next working day.

❖ 1 January 2019 to 31 December 2019

In this period, we received 3,044 complaints from domestic customers that we couldn't resolve by the end of the next working day.