



EDPC CUSTOMER OMBUDSMAN ANNUAL REPORT 2023

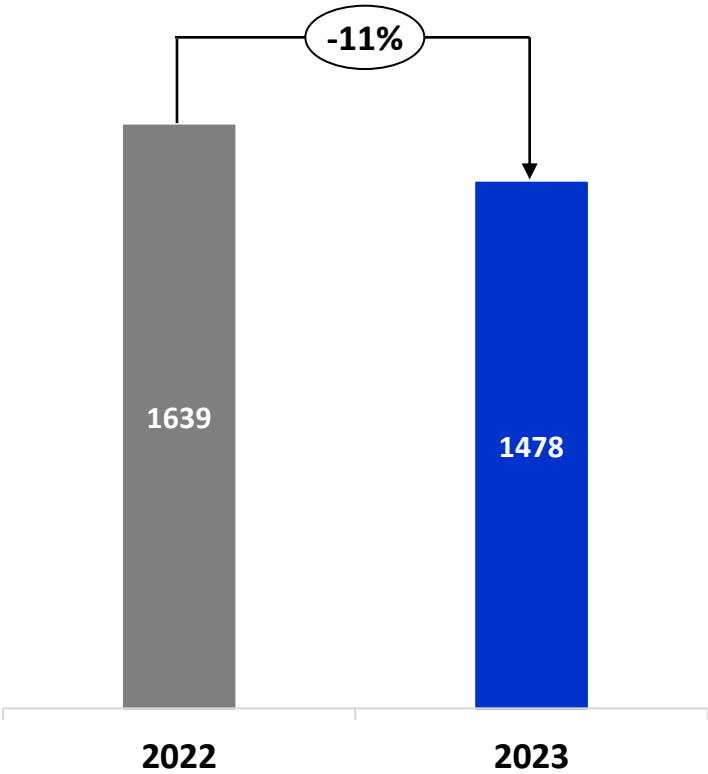
Author: Luís Valadares Tavares*

Having received the contributions of Diogo Jesus, Manuel Igreja, João Rodrigues, João Pereira and Paulo Matos of EDPC

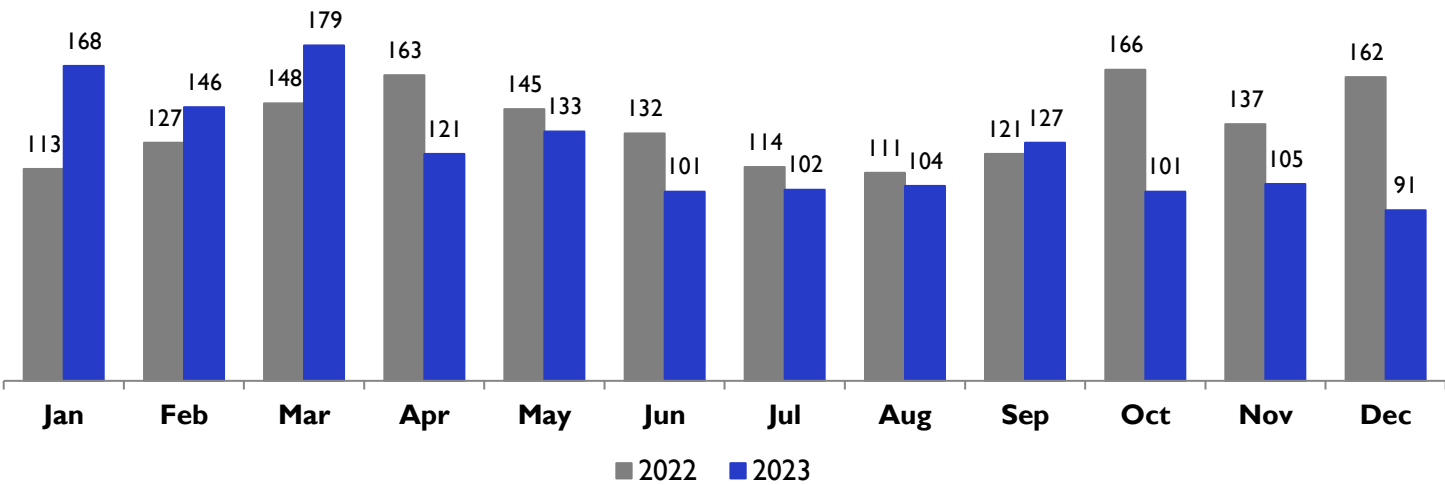
* according to the Article 22º-1 of the Regulation governing the activities of the Ombudsman and in full respect of the Article 9º of the "Código dos Direitos de Autor e dos Direitos Conexos (DL 63/85, 14 March)

CLAIMS TO THE CUSTOMER OMBUDSMAN DECREASED 11% IN 2023

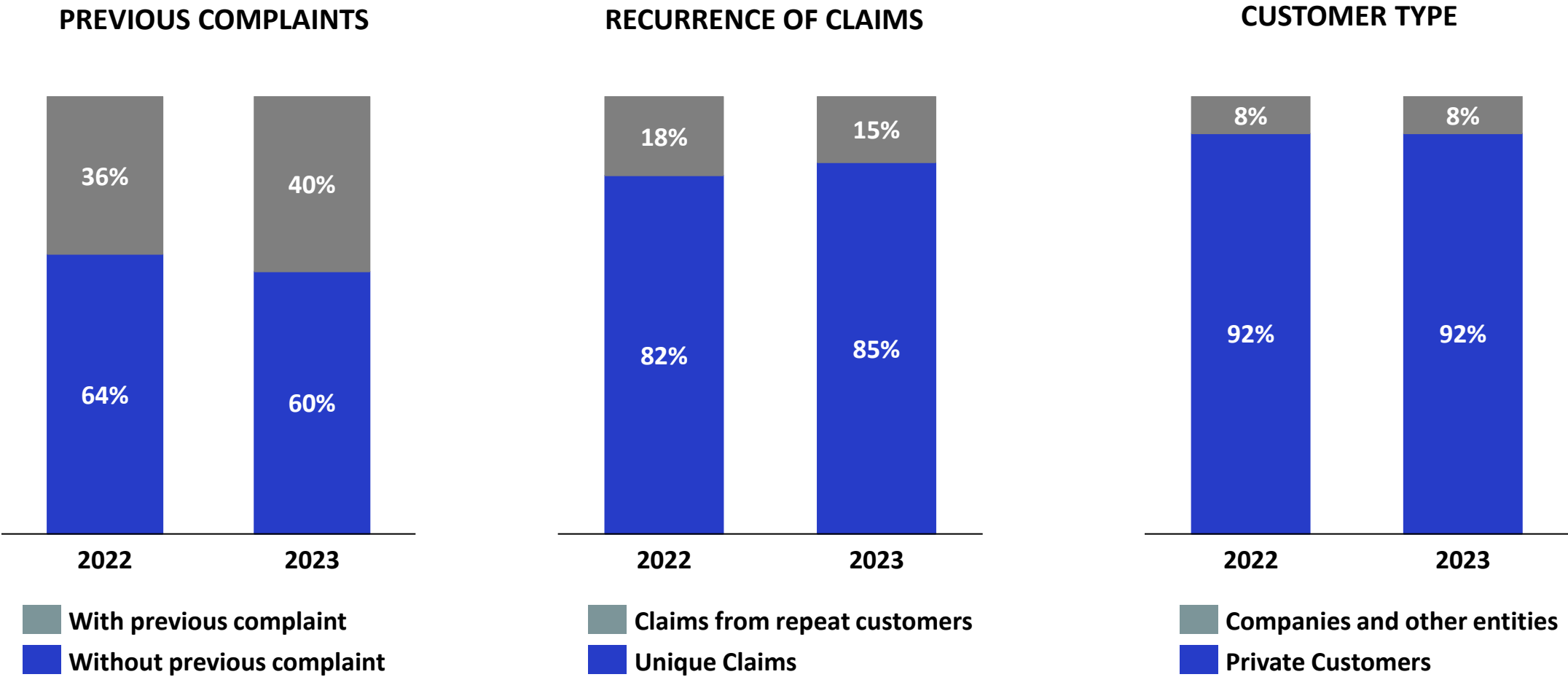
CLAIMS PER YEAR



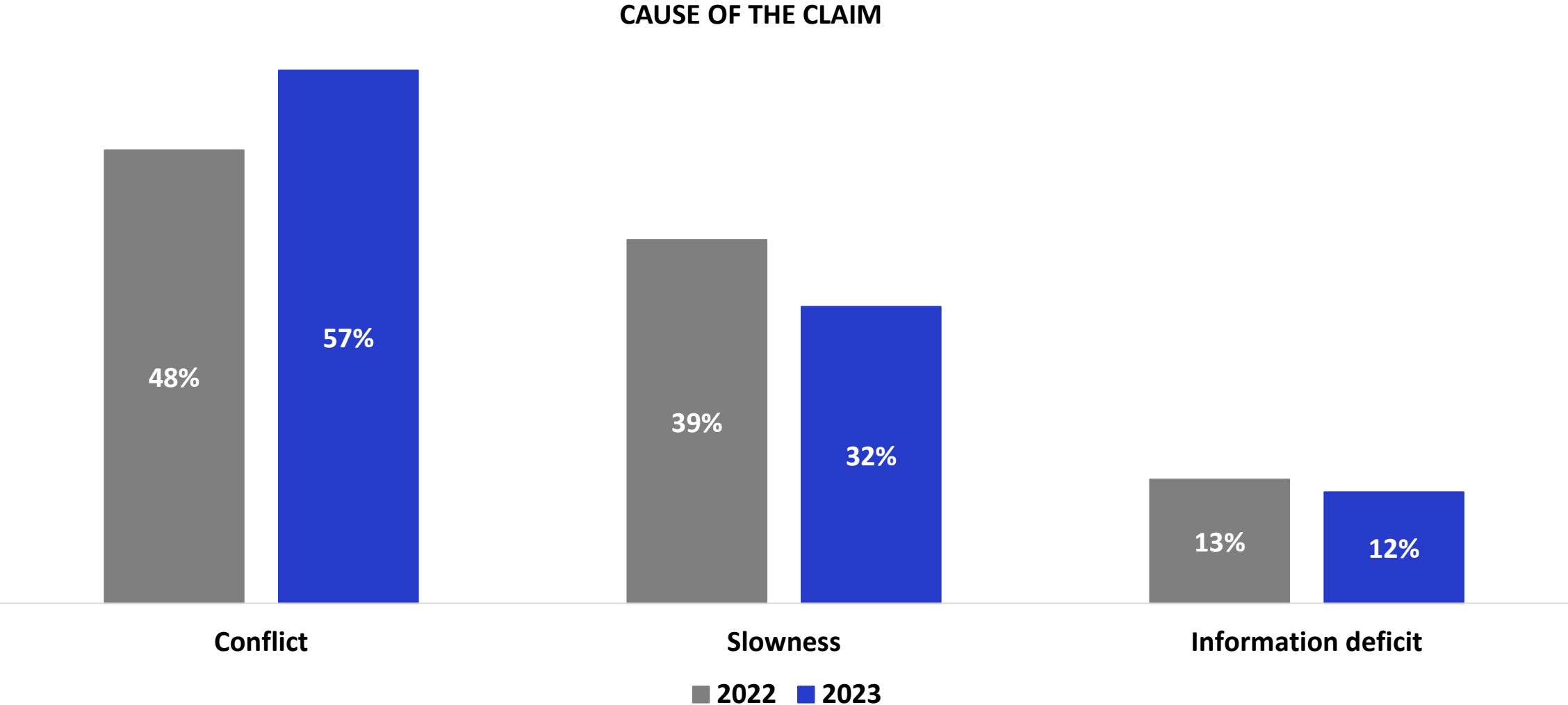
CLAIMS PER MONTH



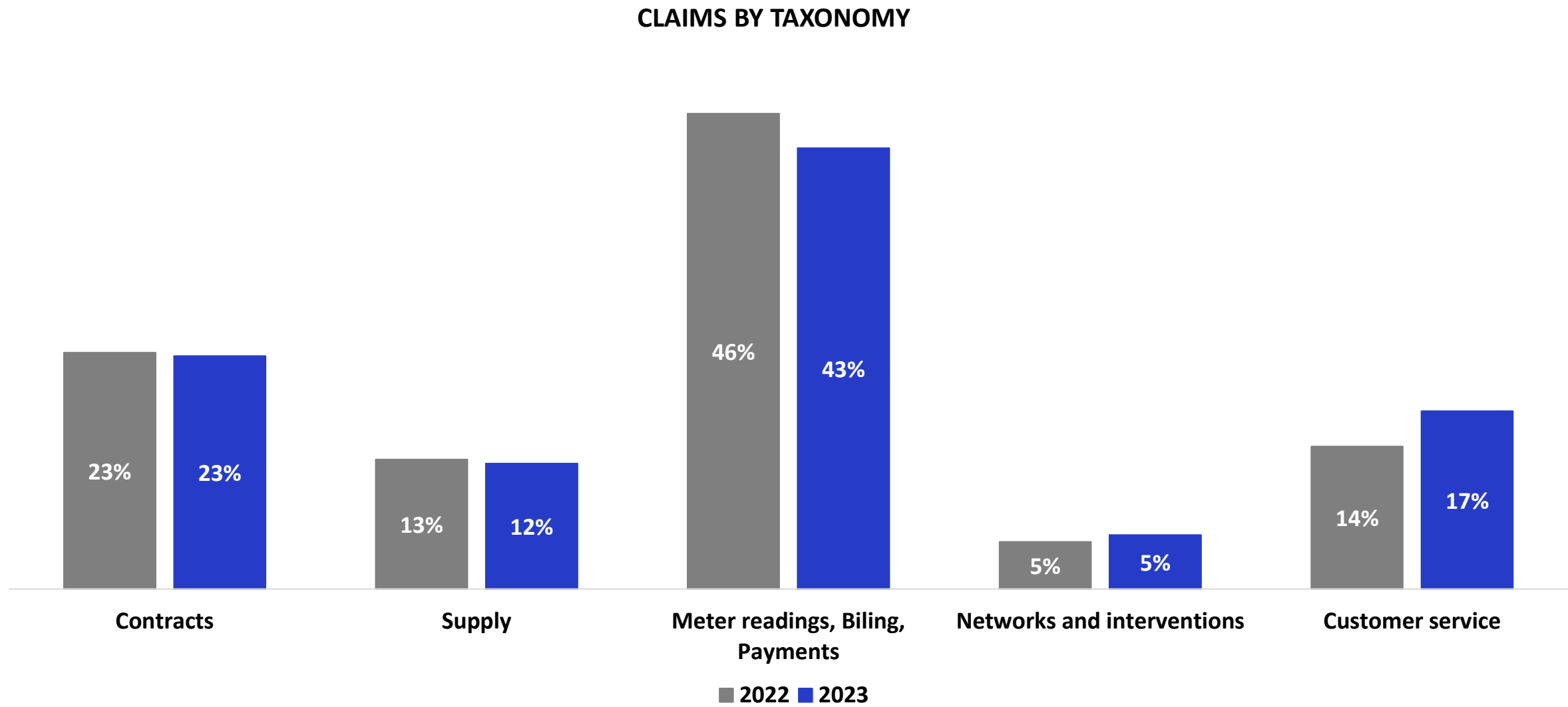
CLAIMS WITHOUT PREVIOUS COMPLAINT TO EDP DECREASED FROM 64% TO 60%



CLAIMS CAUSED BY SLOWNESS DECREASED WHILE CONFLICT INCREASED

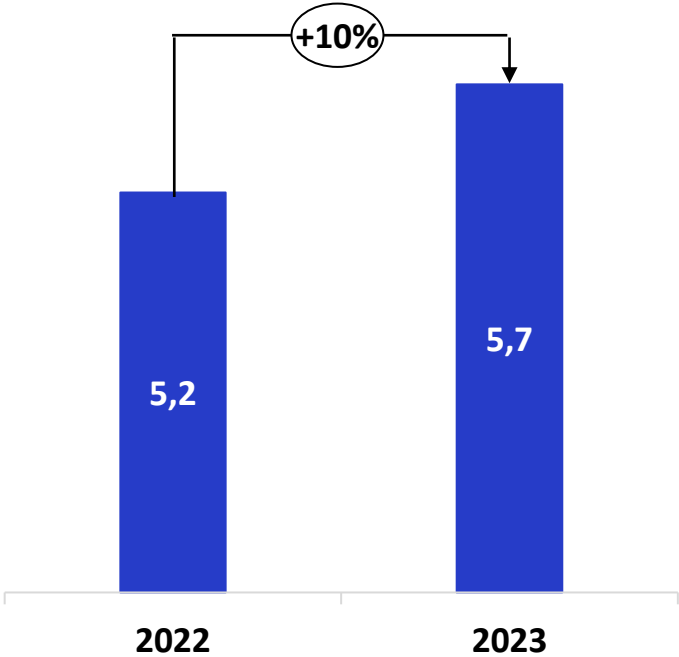


THERE WAS AN INCREASE IN THE WEIGHT OF CLAIMS RELATED TO CUSTOMER SERVICE

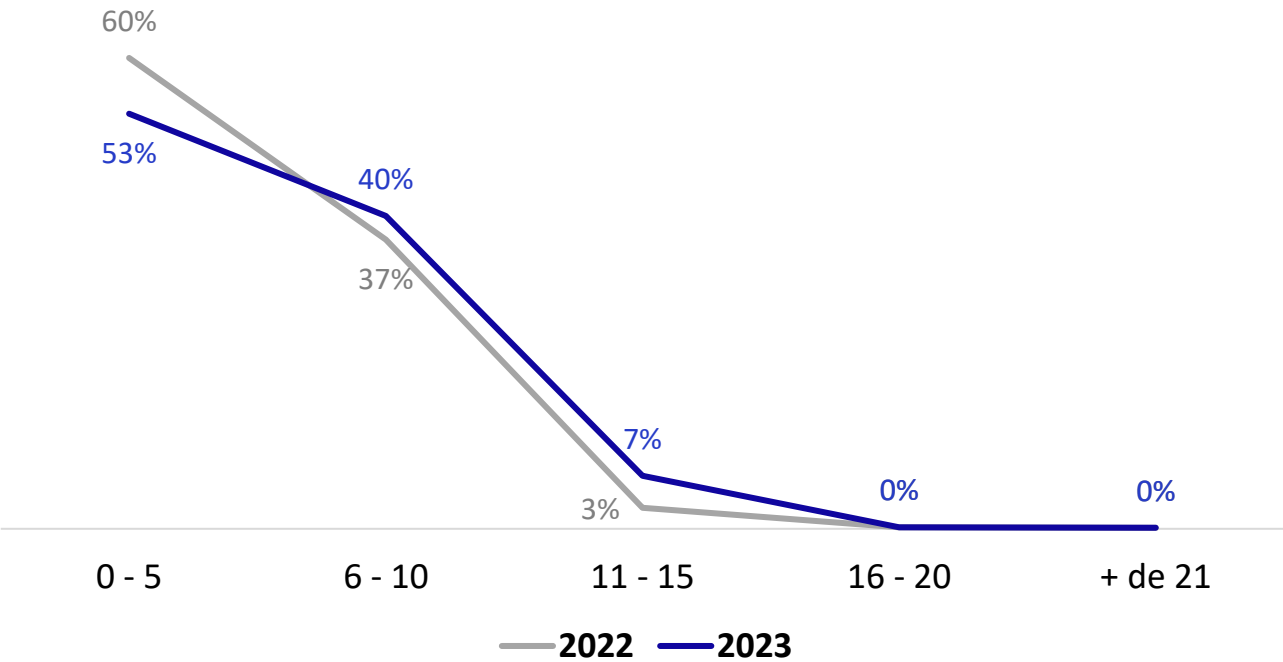


AVERAGE RESPONSE TIME WAS 5,7 DAYS WHICH IS SLIGHTLY HIGHER THAN 2022

AVERAGE RESPONSE TIME (DAYS)*



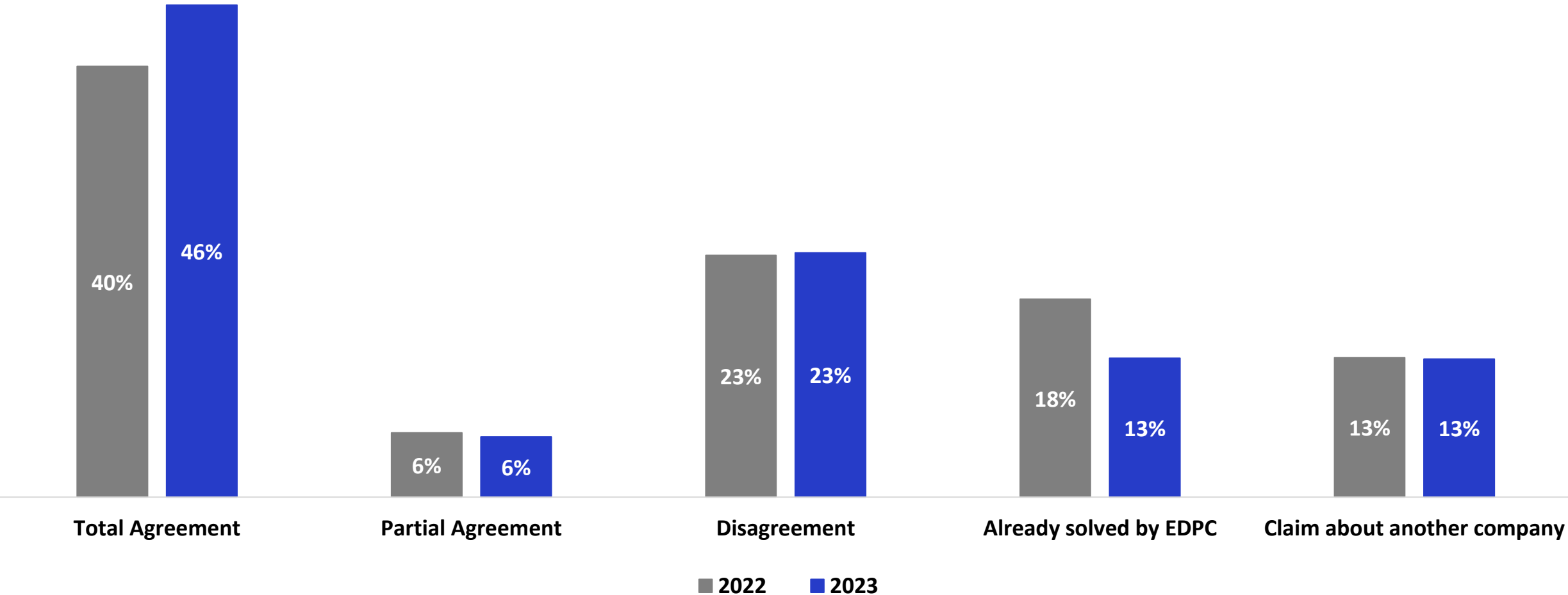
RESPONSE TIME DISTRIBUTION (WORKING DAYS)*



* Time period between filing the claim and obtaining a response from the Ombudsman

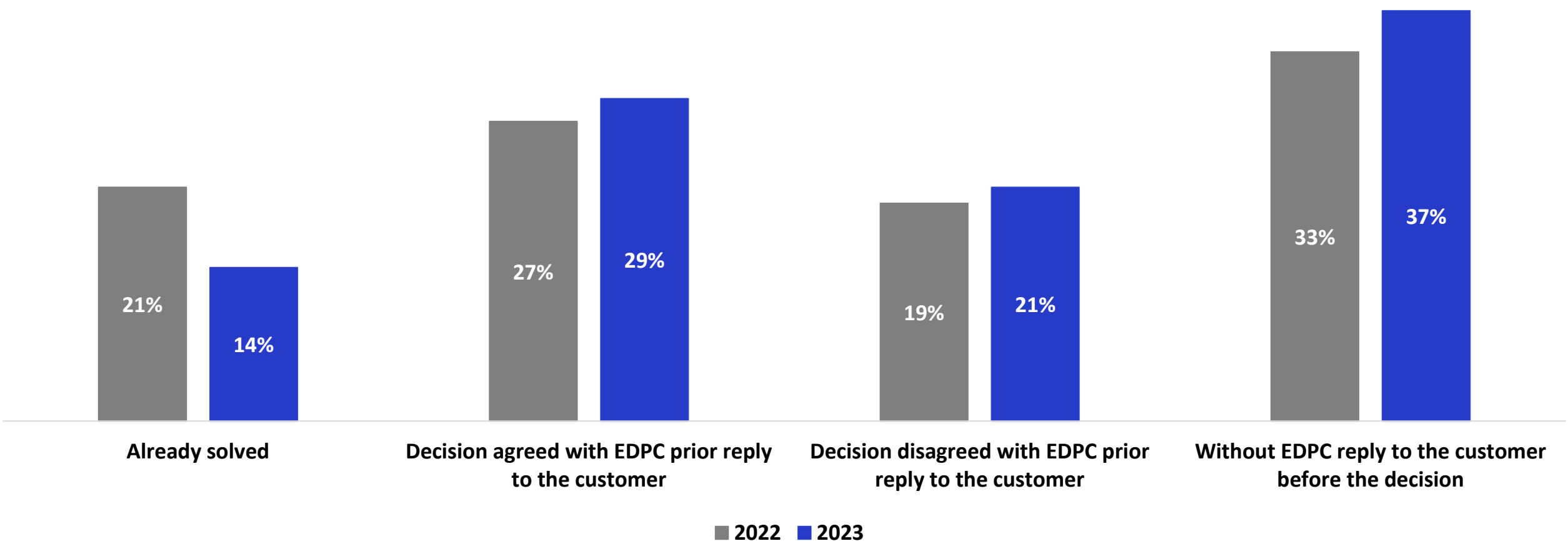
OMBUDSMAN DECISIONS IN AGREEMENT WITH CUSTOMERS CLAIMS INCREASED 6PP

OMBUDSMAN'S DECISIONS



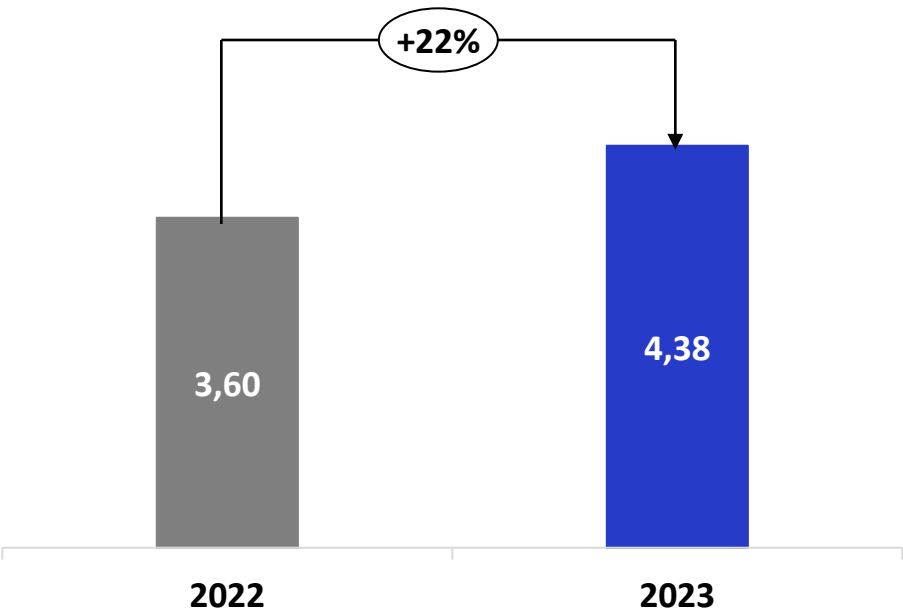
DECISIONS REGARDING CLAIMS THAT HAVE ALREADY BEEN SOLVED DECREASED 7PP

ALIGNMENT BETWEEN THE OMBUDSMAN’S DECISIONS AND EDPC'S PREVIOUS RESPONSES

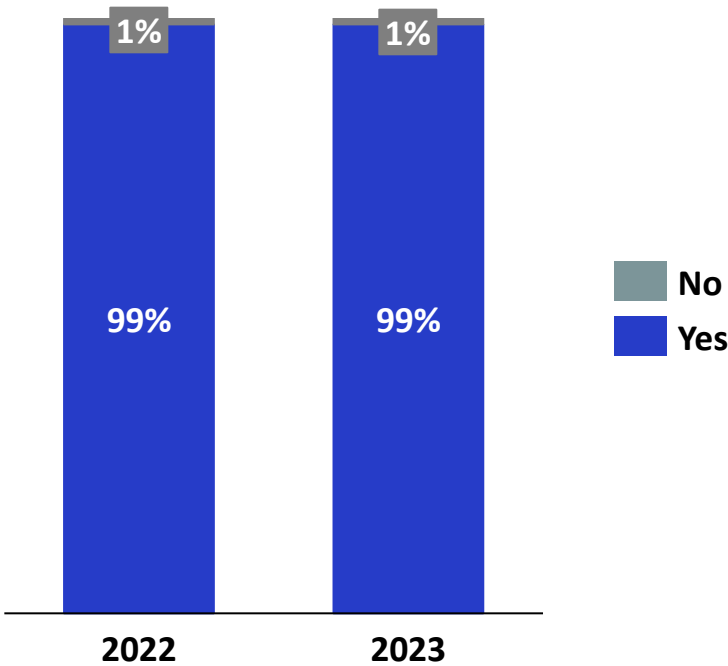


ON AVERAGE DECISIONS WERE IMPLEMENTED IN 4,38 DAYS AND THE IMPLEMENTATION RATE WAS 99%

AVERAGE EXECUTION TIME (DAYS)



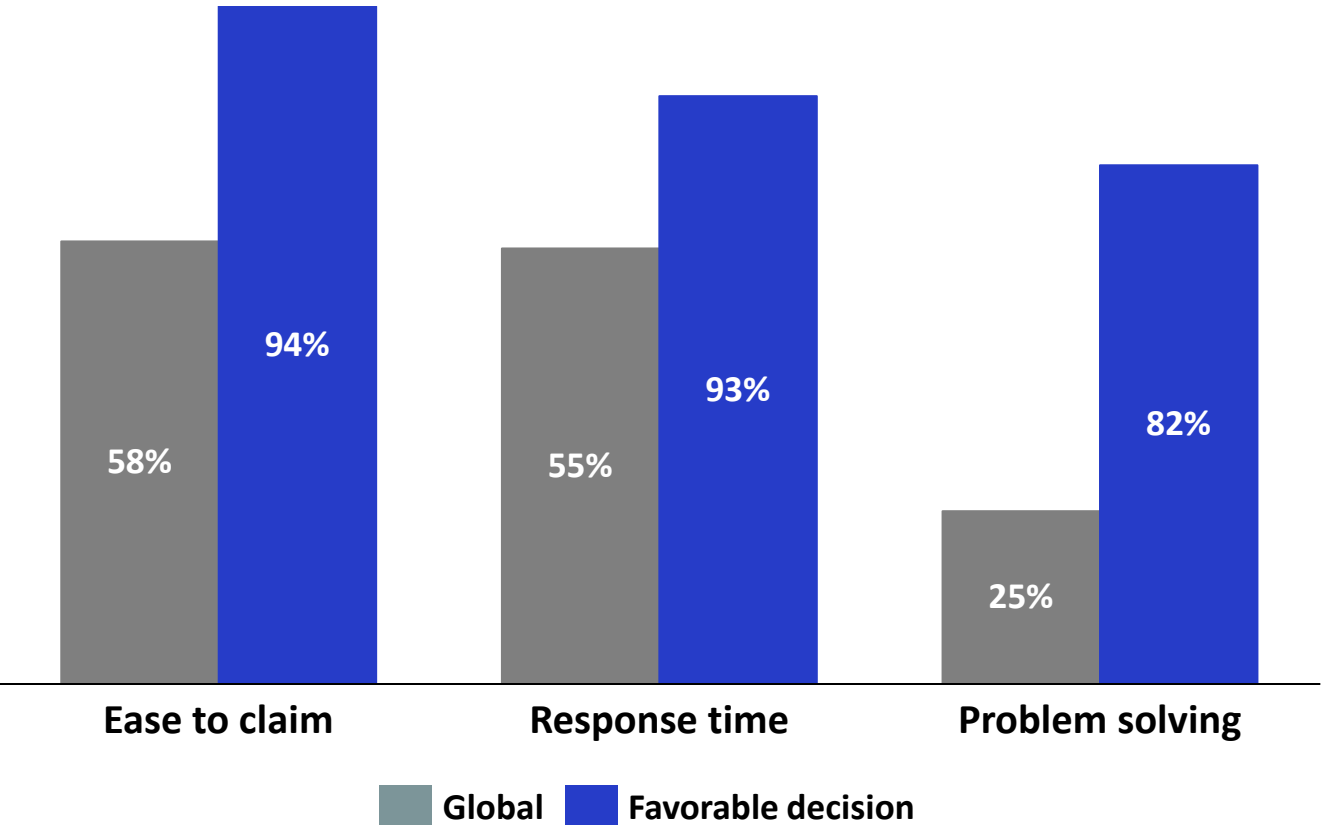
OMBUDSMAN DECISION EXECUTION



CUSTOMER SURVEY RESULTS

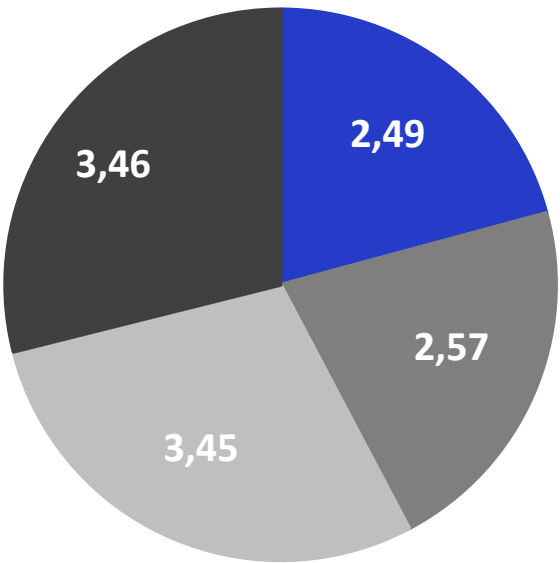
CUSTOMER SATISFACTION REGARDING OMBUDSMAN ASSESSMENT

Survey response rate: 50%



4 PETAL MODEL

Customers priorities to improve their experience



- Pre-decision support information
- Contracting and executing service
- Post-service and problem solving
- Conflict resolution

A survey is sent to all customers 15 days after they present a claim to the Ombudsman where they evaluate their satisfaction with the Ombudsman and which priorities EDPC should be considered to improve customer experience

