



# EDPC CUSTOMER OMBUDSMAN ANNUAL REPORT 2023

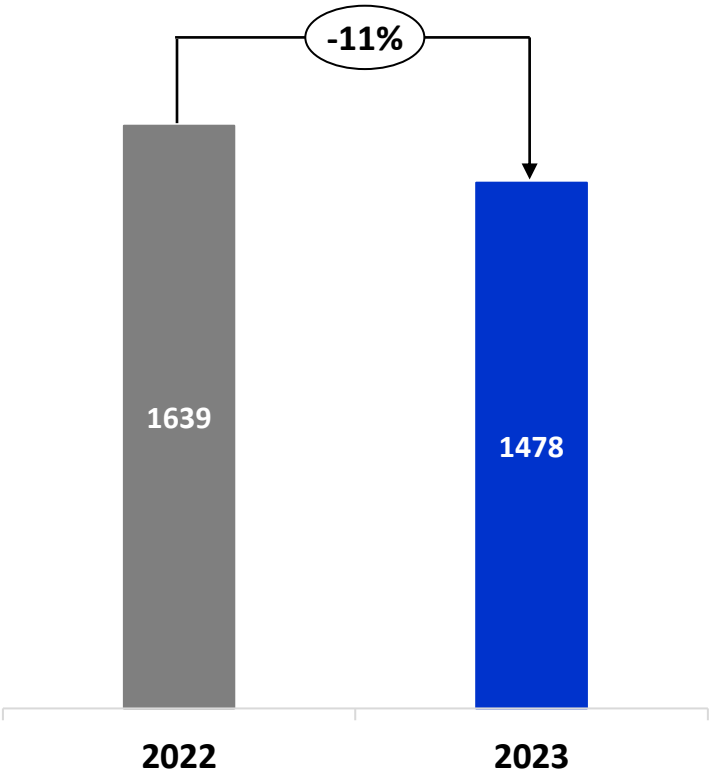
Author: Luís Valadares Tavares\*

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

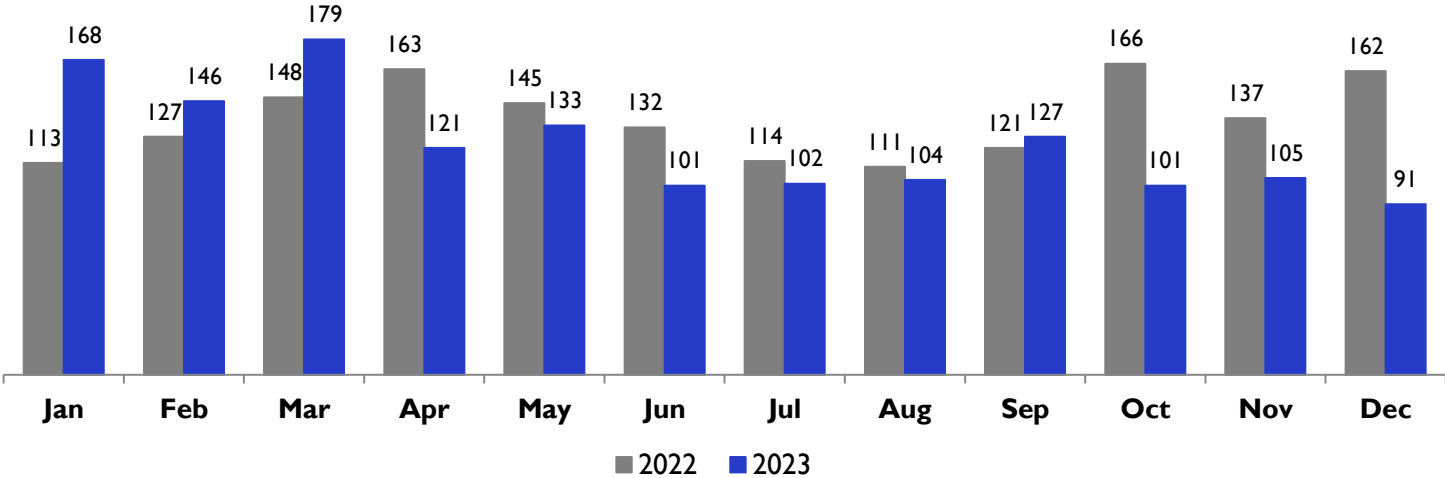
\* according to the Article 22º-1 of the Regulation governing the activities of the Ombudsman and in full respect of the Article 9º of the "Código dos Direitos de Autor e dos Direitos Conexos (DL 63/85, 14 March)

# CLAIMS TO THE CUSTOMER OMBUDSMAN DECREASED 11% IN 2023

CLAIMS PER YEAR

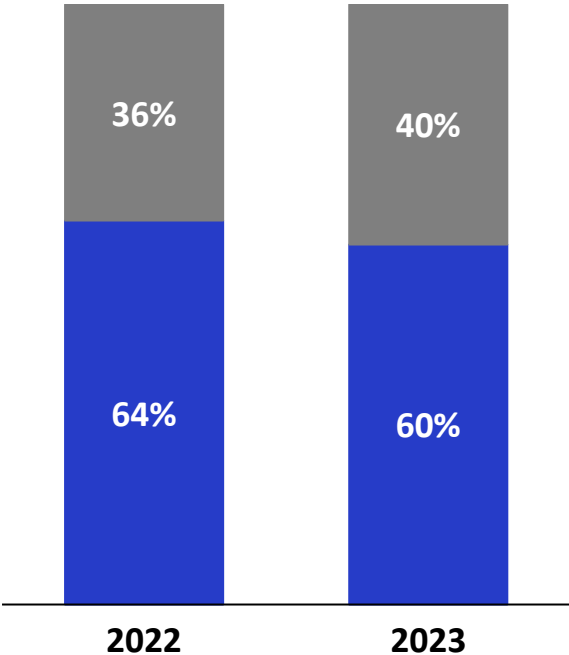


CLAIMS PER MONTH



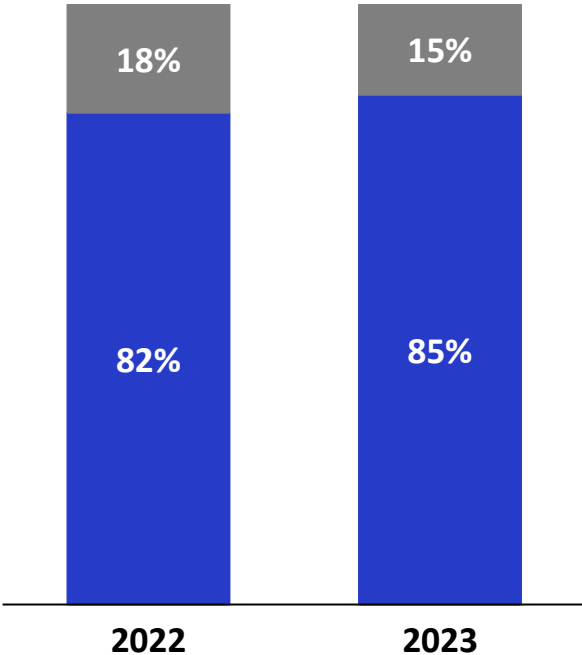
# CLAIMS WITHOUT PREVIOUS COMPLAINT TO EDPC DECREASED FROM 64% TO 60%

### PREVIOUS COMPLAINTS



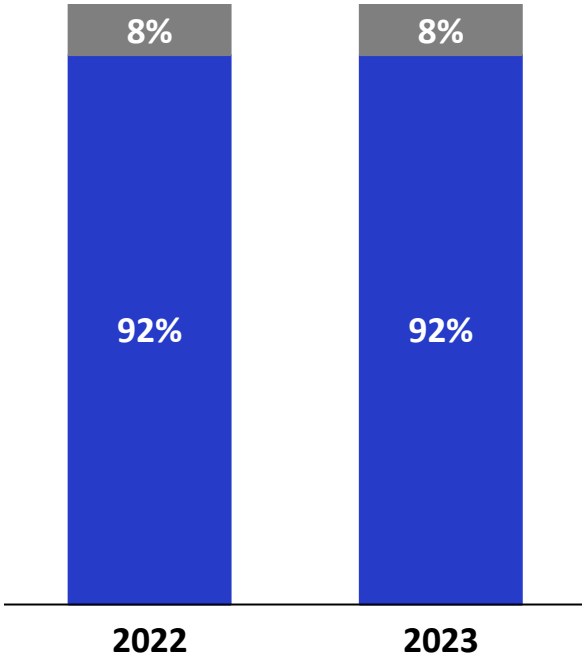
■ With previous complaint  
■ Without previous complaint

### RECURRENCE OF CLAIMS



■ Claims from repeat customers  
■ Unique Claims

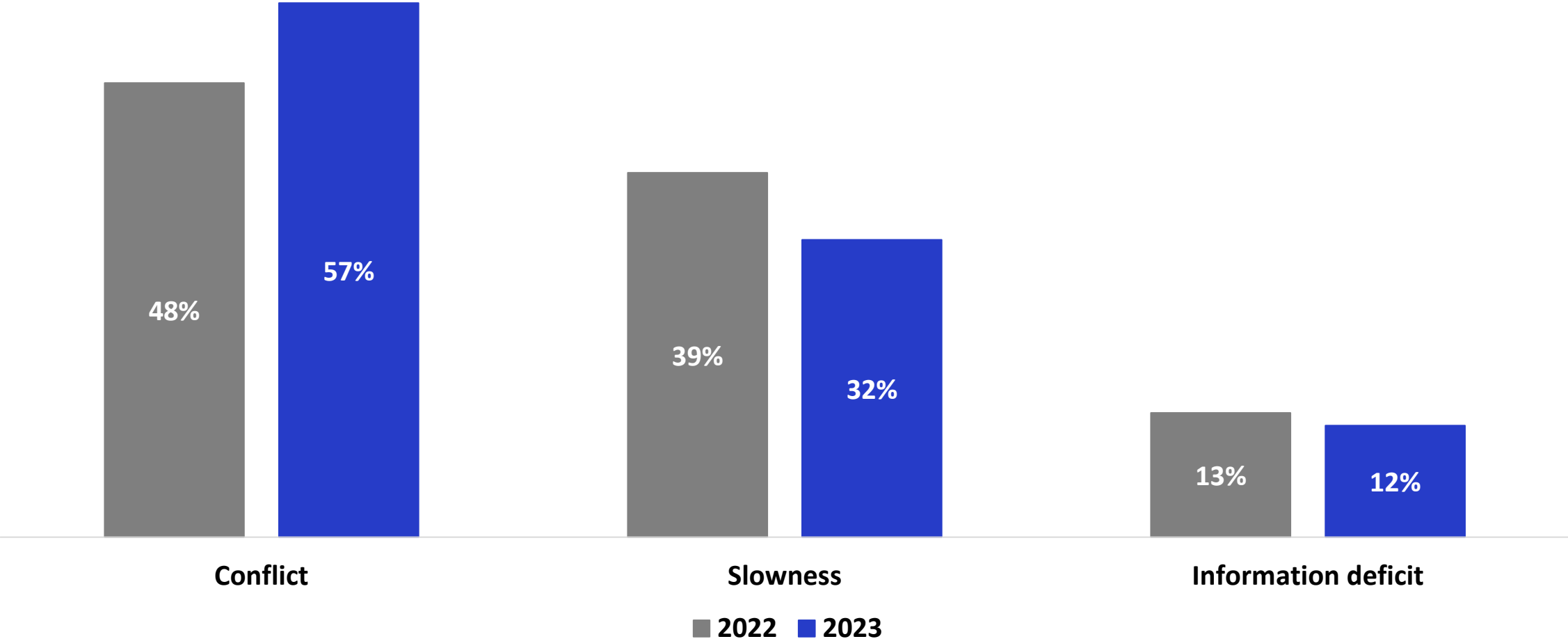
### CUSTOMER TYPE



■ Companies and other entities  
■ Private Customers

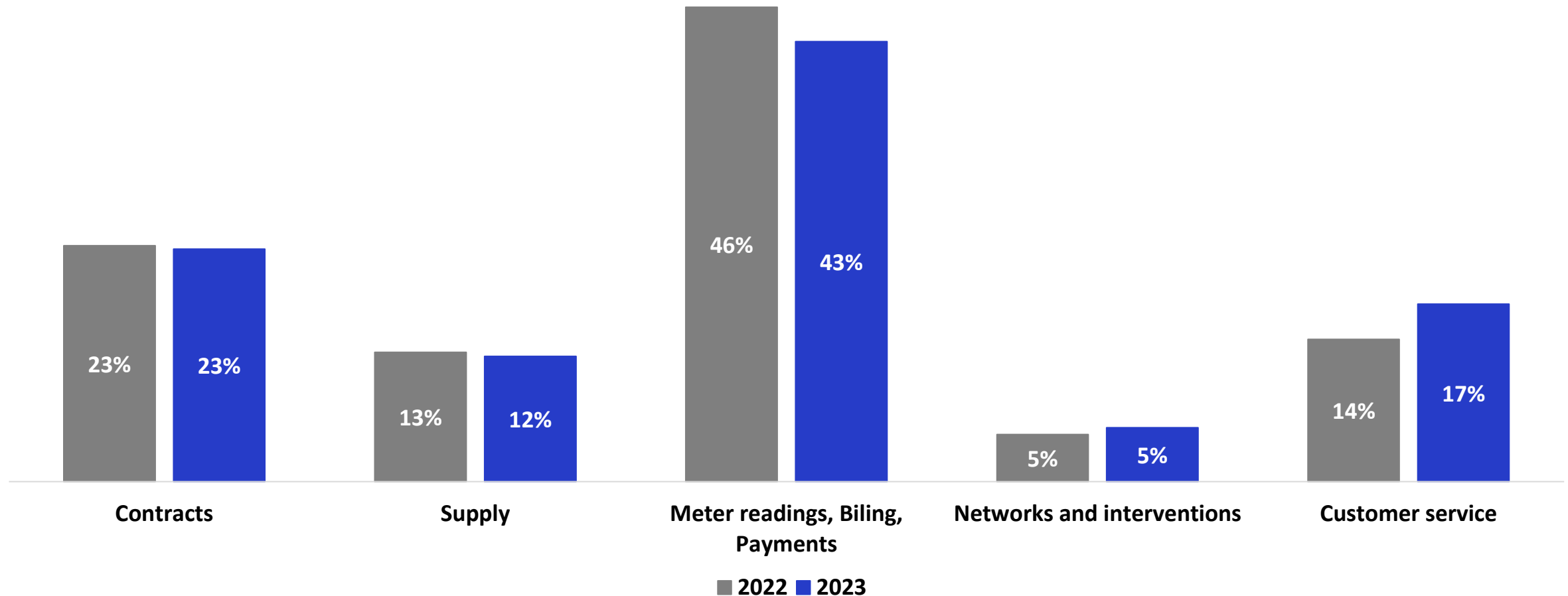
# CLAIMS CAUSED BY SLOWNESS DECREASED WHILE CONFLICT INCREASED

CAUSE OF THE CLAIM



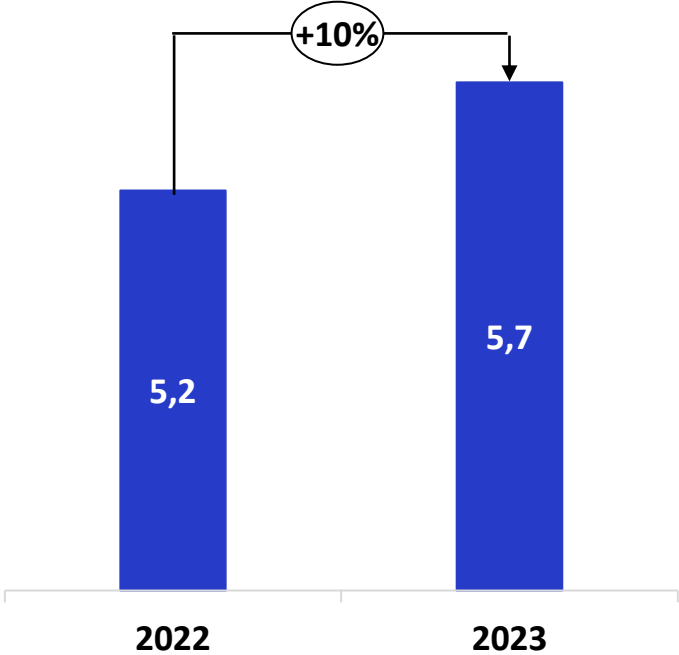
# THERE WAS AN INCREASE IN THE WEIGHT OF CLAIMS RELATED TO CUSTOMER SERVICE

## CLAIMS BY TAXONOMY

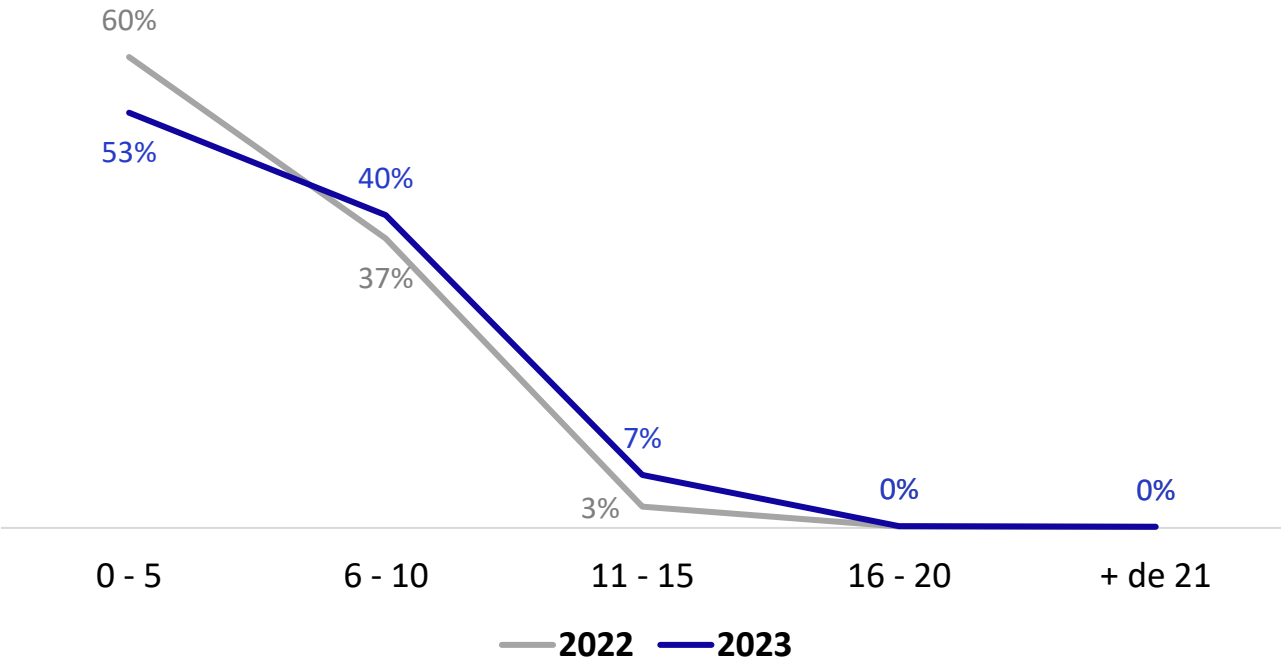


# AVERAGE RESPONSE TIME WAS 5,7 DAYS WHICH IS SLIGHTLY HIGHER THAN 2022

### AVERAGE RESPONSE TIME (DAYS)\*



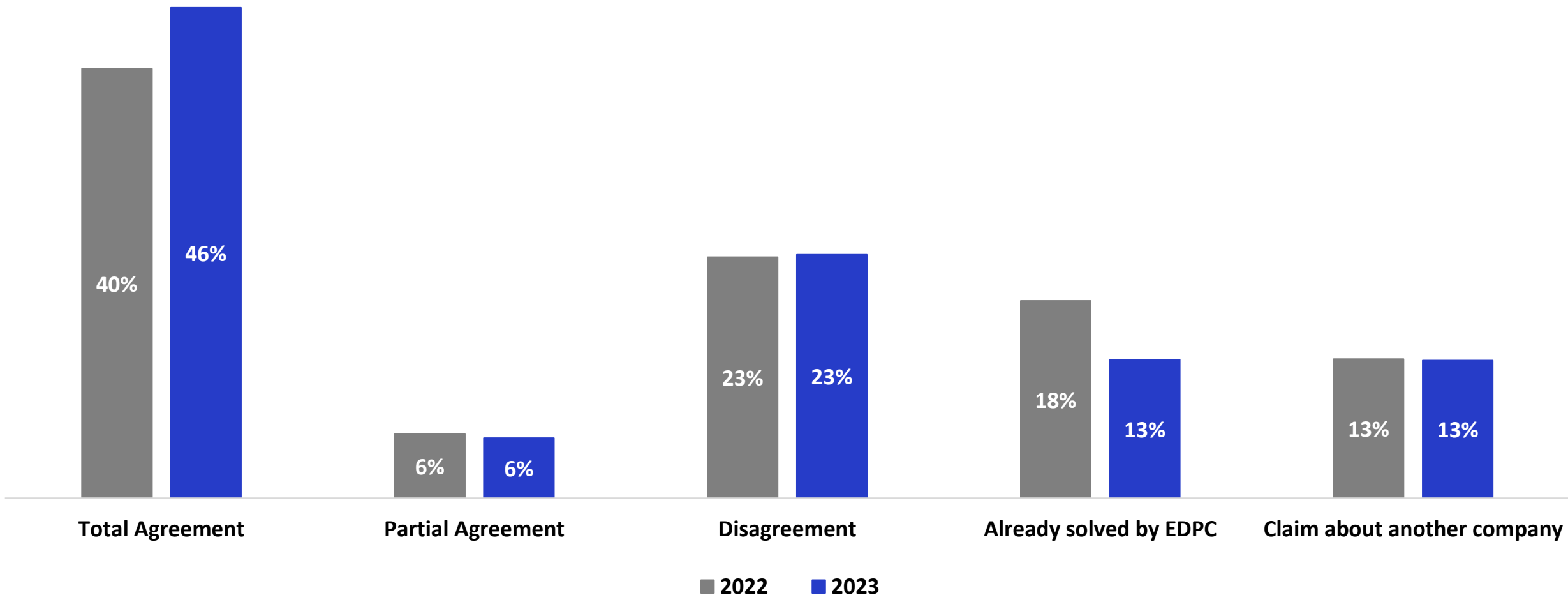
### RESPONSE TIME DISTRIBUTION (WORKING DAYS)\*



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

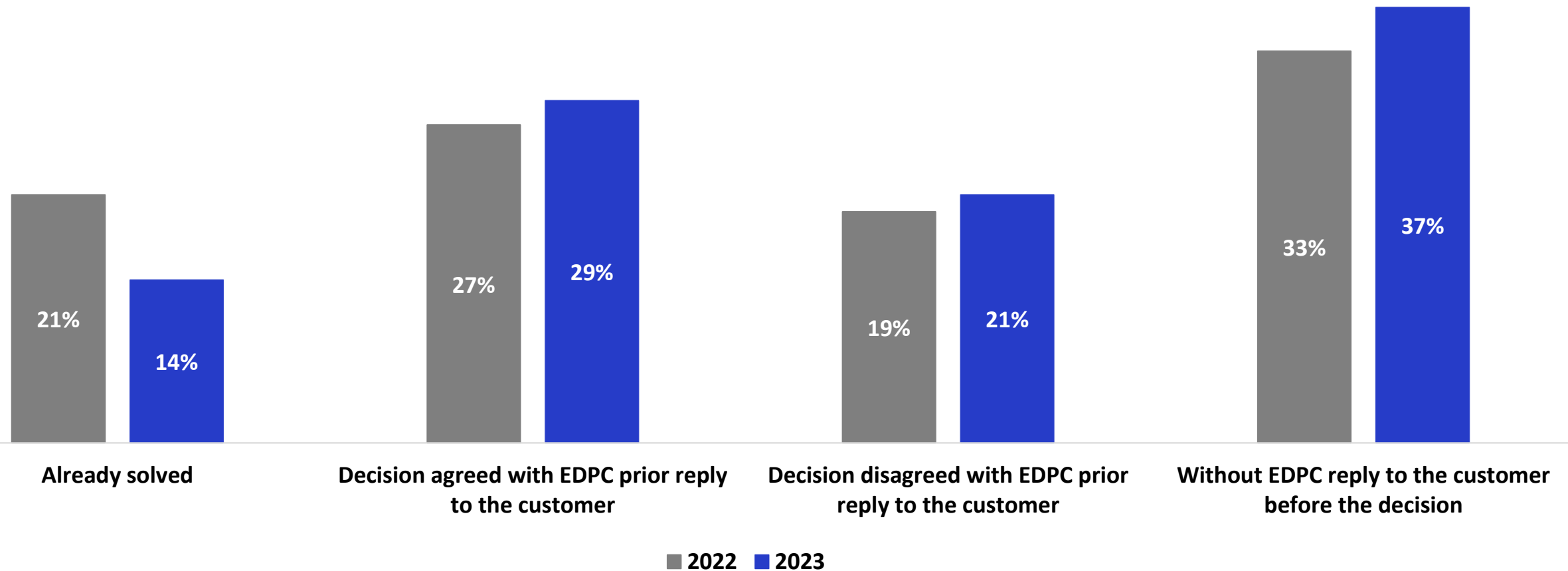
# OMBUDSMAN DECISIONS IN AGREEMENT WITH CUSTOMERS CLAIMS INCREASED 6PP

## OMBUDSMAN'S DECISIONS



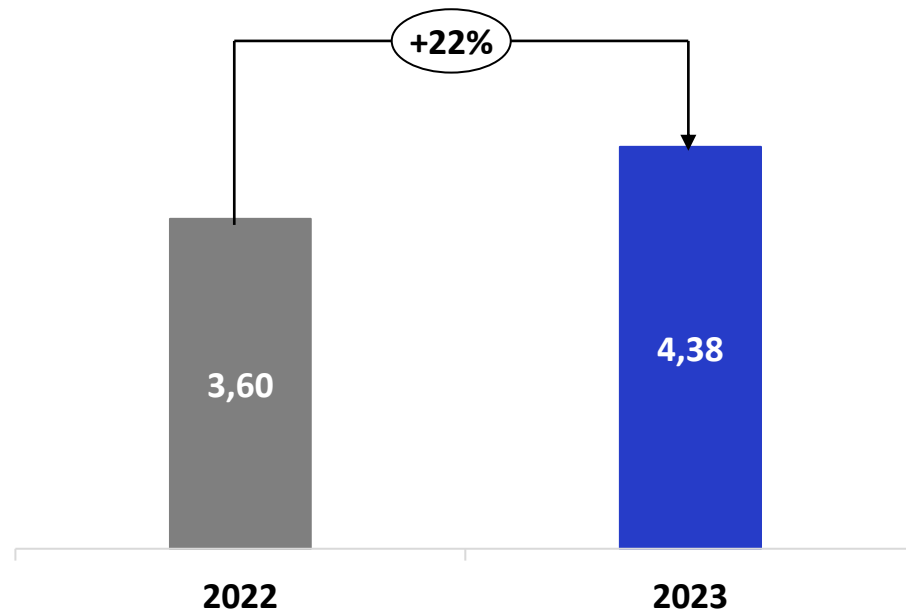
# DECISIONS REGARDING CLAIMS THAT HAVE ALREADY BEEN SOLVED DECREASED 7PP

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

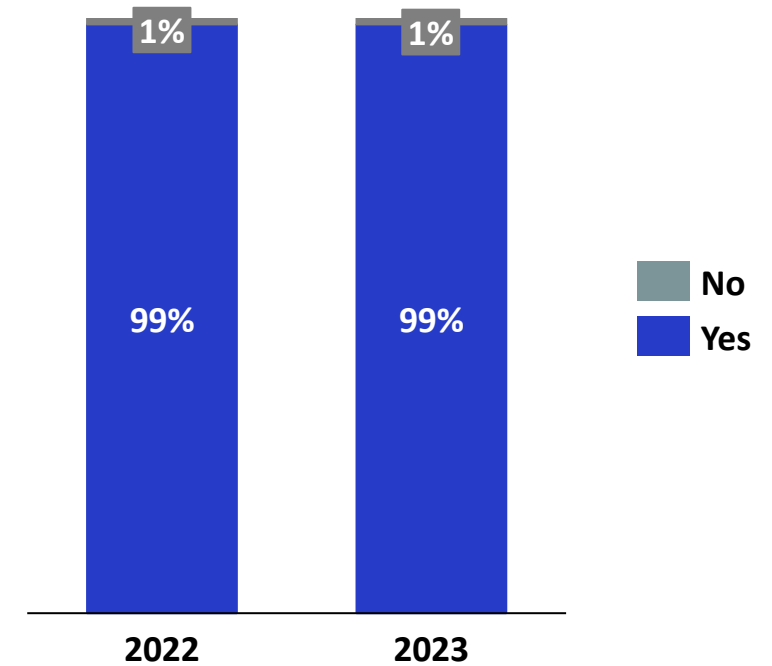


# ON AVERAGE DECISIONS WERE IMPLEMENTED IN 4,38 DAYS AND THE IMPLEMENTATION RATE WAS 99%

## AVERAGE EXECUTION TIME (DAYS)



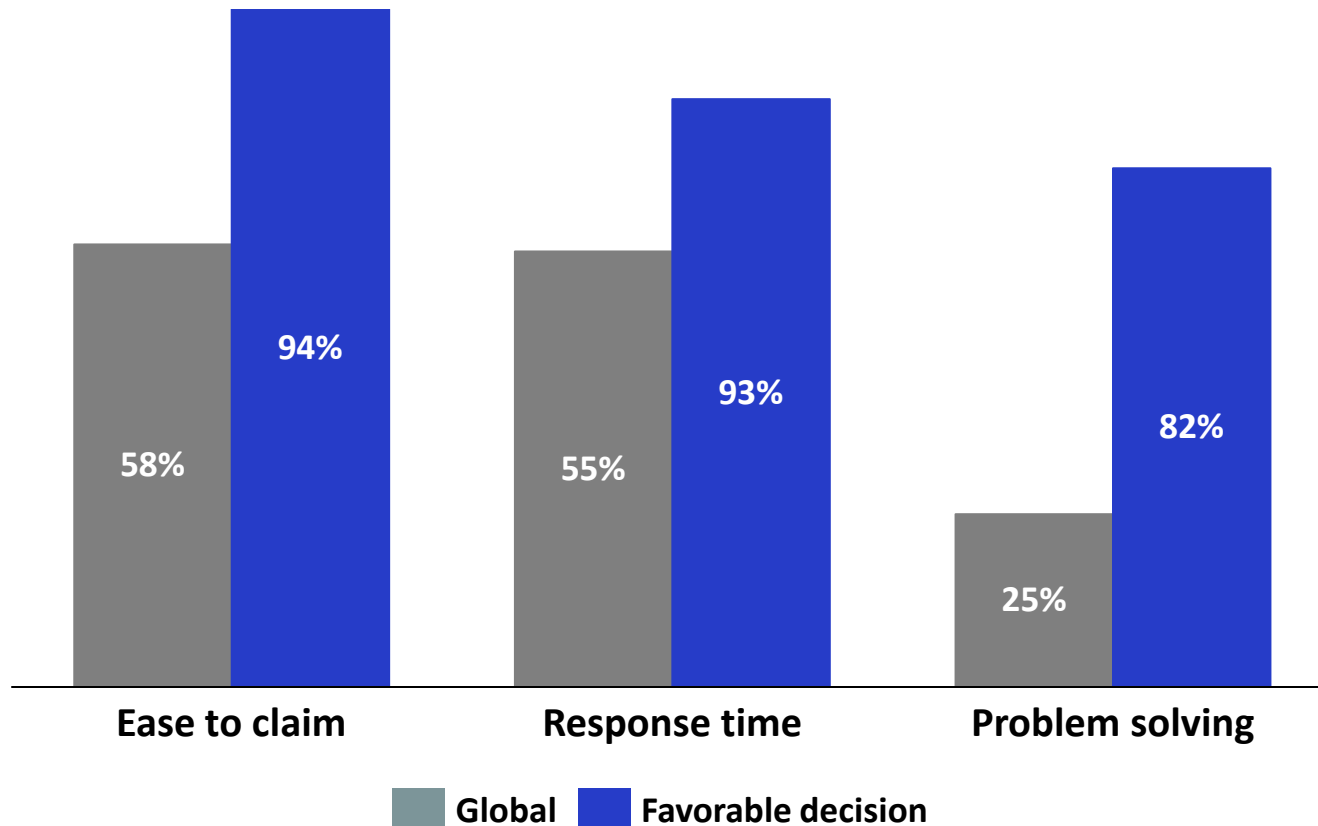
## OMBUDSMAN DECISION EXECUTION



# CUSTOMER SURVEY RESULTS

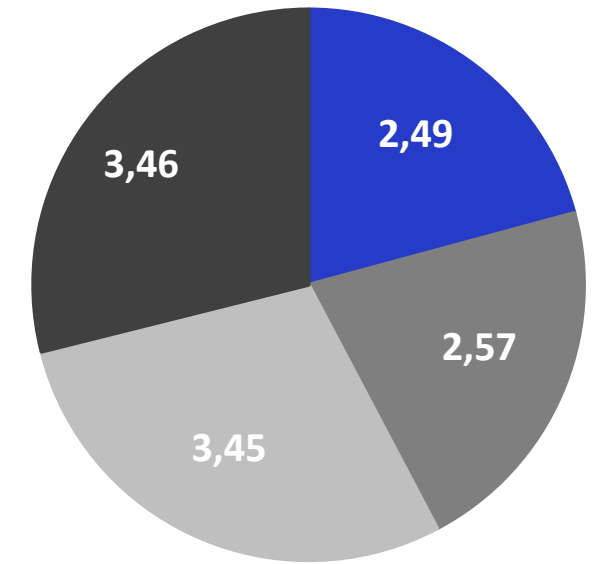
## CUSTOMER SATISFACTION REGARDING OMBUDSMAN ASSESSMENT

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

