

# At a glance complaints data Q3, July - September 2019

Figures shown are number of complaints per 100,000 customer accounts

\* These are actual complaint figures

## Overall Sector

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
29.02	14,956	29.14	15,020

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> <b>11.26</b>	<b>Billing</b> <b>12.45</b>	<b>Billing</b> <b>£106</b>	<b>1. Disputed gas or electricity usage</b>  <b>2. Disputed account balance</b>  <b>3. Failure to issue refund/credit</b>
<b>Customer Service</b> <b>1.61</b>	<b>Customer Service</b> <b>1.6</b>	<b>Customer Service</b> <b>£91</b>	
<b>Smart Meters</b> <b>1.33</b>	<b>Transfers</b> <b>1.44</b>	<b>Transfers</b> <b>£91</b>	
<b>Other</b> <b>14.82</b>	<b>Other</b> <b>13.65</b>		

£ Financial	Non-Financial	£ Both	X No Action
0.22	0.87	13.04	0.73

**94%**  
of awards with a financial element