












At a glance complaints data Q1, October - December 2018

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

* These are actual complaint figures

British Gas

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
8.45	1,028	7.15	870

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	4.53 	Billing	3.98 	Billing	£62 	1. Disputed account balance
Customer Service	0.75 	Payments	1.03 	Payments	£62 	2. Disputed gas or electricity usage
Payments	0.62 	Customer Service	0.67 	Customer Service	£68 	3. Billing Delays
Other	2.55 	Other	1.47 			

£ Financial	 Non-Financial	£  Both	X No Action
0.07	0.55	4.96	0.93

90%
of awards with a financial element