












At a glance complaints data Q4, October - December 2020

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

* These are actual complaint figures

Shell Energy Retail Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
25.84	453	21.56	439

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	15.86 	Billing	12.89 	£51 		disputed gas or electricity usage
Transfers	2.51 	Payments	2.17 	£40 		Disputed account balance
Payments	2.40 	Transfers	1.94 	£62 		Incorrect opening/closing meter readings
Other	5.07 	Other	4.56 			

£ Financial	 Non-Financial	£  Both	X No Action
0.11	6.22	13.58	0

69%
of awards with a financial element