












# At a glance complaints data Q1, January - March 2019

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

\* These are actual complaint figures

## Scottish Power

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
41.58	1,930	41.02	1,904

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 25.85 	<b>Billing</b> 25.83 	<b>Billing</b> £94 	1. Disputed account balance  2. Disputed gas or electricity usage  3. I have been issued bills that include incorrect information
<b>Standard Meters</b> 5.43 	<b>Standard Meters</b> 4.63 	<b>Standard Meters</b> £173 	
<b>Customer Service</b> 3.62 	<b>Payments</b> 3.51 	<b>Payments</b> £80 	
<b>Other</b> 6.68 	<b>Other</b> 7.05 		

£ Financial	 Non-Financial	£  Both	X No Action
0.13	1.98	36.88	0.6

95%  
of awards with a financial element