












# At a glance complaints data Q3, July - September 2021

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 *
36.208	18944.000	31.569	16,517

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)	Top Three Billing Complaints	
Billing	20.780 	Billing	18.773 	Billing	£45 	disputed gas or electricity usage
Payments	3.486 	Smart Meters	3.073 	Payments	£27 	Disputed account balance
Smart Meters	3.473 	Customer Service	2.888 	Smart Meters	£41 	Incorrect opening/closing meter readings
Other	8.469 	Other	6.835 			

£ Financial	 Non-Financial	£  Both	X No Action
0.38	0.81	14.86	0.00

95% of awards with a financial element