












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

Overall Sector

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
28.97	14,831	26.75	13,692

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 11.77 	Billing 12.96 	Billing £100 	1. Disputed account balance 2. Disputed gas or electricity usage 3. Billing Delays
Transfers 1.64 	Transfers 1.85 	Transfers £92 	
Customer Service 1.43 	Customer Service 1.62 	Customer Service £90 	
Other 14.13 	Other 10.32 		

£ Financial	Non-Financial	£ Both	X No Action
0.34	1.32	16.57	1.01

93%
of awards with a financial element