












# 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

## Centrica Residential

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
21.16	2,292	14.61	2,130

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	11.53 	Billing	7.47 	Billing	£41 	disputed gas or electricity usage
Payments	2.49 	Payments	1.71 	Payments	£32 	Disputed account balance
Customer Service	2.22 	Customer Service	1.71 	Customer Service	£34 	Incorrect opening/closing meter readings
Other	4.91 	Other	3.73 			

£ Financial	 Non-Financial	£  Both	X No Action
0.2	0.52	9	0

95%  
of awards with a financial element