

# At a glance complaints data Q2, April - June 2018

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 *
24.27	12,252	21.36	10,783

### Complaints Accepted (Top Complaint Types)

**Billing**  **14.49**


**Payments**  **2.1**

**Transfers**  **1.88**


**Other**  **5.8**

### Complaints Resolved (Top Complaint Types)

**Billing**  **13.22**

**Payments**  **1.9**

**Customer Service**  **1.73**

**Other**  **4.51**

### Average Award (Top Complaint Types)



**Billing**  **£83**

**Payments**  **£68**

**Customer Service**  **£69**

### Top Three Billing Complaints

1. Disputed account balance
2. Disputed gas or electricity usage
3. Billing Delays

£ Financial	 Non-Financial	£  Both	X No Action
0.24	3.06	16.17	1.74

**84%**  
of awards with a financial element