

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

British Gas

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
11.37	1,356	10.98	1,309

Complaints Accepted (Top Complaint Types)

Complaint Type	Complaints Accepted
Billing	4.36



Customer Service	0.74
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Smart Meters	0.63
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Other	5.64
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Complaints Resolved (Top Complaint Types)

Complaint Type	Complaints Resolved
Billing	5.04



Customer Service	0.89
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Standard Meters	0.62
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Other	4.43
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Average Award (Top Complaint Types)

Complaint Type	Average Award
Billing	£87



Customer Service	£68
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Standard Meters	£110
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Top Three Billing Complaints

1. Disputed gas or electricity usage

2. Disputed account balance

3. Disputed responsibility for bill or part of the bill

£ Financial	Non-Financial	£ Both	X No Action
0.22	0.51	6.42	0.6

93%
of awards with a financial element