

At a glance complaints data Q4, October - December 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 *
26.48	13,724	27.03	14,010

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 5.11	Billing 13.1	Billing £98	1. disputed gas or electricity usage 2. Disputed account balance 3. Billing Delays
Payments 0.69	Payments 1.56	Payments £73	
Customer Service 0.61	Customer Service 1.54	Customer Service £85	
Other 20.07	Other 10.83		

£ Financial	Non-Financial	£ Both	X No Action
0.29	1.05	13.02	1.90

93%
of awards with a financial element