

At a glance complaints data Q2, April - June 2020

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 *
13.23	1,527	13.71	1,583

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 2.25	Billing 6.3	Billing £95	1. disputed gas or electricity usage 2. Disputed account balance 3. Disputed responsibility for bill or part of the bill
Payments 0.44	Payments 1.32	Payments £72	
Customer Service 0.4	Customer Service 1.3	Customer Service £80	
Other 10.14	Other 4.79		

£ Financial	 Non-Financial	£  Both	X No Action
0.05	0.58	8.26	0.95

93%
of awards with a financial element