












At a glance complaints data Q4, October - December 2021

Figures shown are number of complaints per 100,000 customer accounts

* These are actual complaint figures

Shell Energy Retail Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
13.46	348	16.59	455

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 8.16 	Billing 10.44 	Billing £67 	disputed gas or electricity usage
Smart Meters 1.24 	Smart Meters 1.62 	Smart Meters £47 	Disputed account balance
Payments 1.16 	Customer Service 1.24 	Customer Service £61 	Billing Delays
Other 2.90 	Other 3.29 		

£ Financial	Non-Financial	£ Both	X No Action
0.08	0.62	10.6	0

95%
of awards with a financial element