












At a glance complaints data Q1, January - March 2022

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 *
37.0258	19,352.0	30.8172	16107

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 20.97 	Billing 17.46 	Billing £73 	disputed gas or electricity usage
Smart Meters 4.38 	Smart Meters 3.42 	Smart Meters £64 	Disputed account balance
Customer Service 3.82 	Customer Service 3.24 	Customer Service £64 	Billed to incorrect meter
Other 7.85 	Other 6.69 		

£ Financial	Non-Financial	£ Both	X No Action
0.45	0.00	18.00	1.04

100%
of awards with a financial element