












# 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

## Shell Energy Retail Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
25.41	654	15.97	477

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 14.69 	<b>Billing</b> 8.16 	<b>Billing</b> £60 	disputed gas or electricity usage
<b>Other</b> 2.21 	<b>Smart Meters</b> 1.90 	<b>Smart Meters</b> £49 	Failure to issue refund/credit
<b>Smart Meters</b> 2.14 	<b>Other</b> 1.17 	<b>Other</b> £24 	Incorrect opening/closing meter readings
<b>Other</b> 6.37 	<b>Other</b> 4.74 		

£ Financial	 Non-Financial	£  Both	X No Action
0.04	0.7	11.93	0

94%  
of awards with a financial element