












At a glance complaints data Q3, July - September 2018

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 *
22.94	11,672	21.86	11,126

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 14.25 	Billing 13.68 	Billing £90 	1. Disputed account balance 2. Disputed gas or electricity usage 3. Billing Delays
Customer Service 1.84 	Payments 1.81 	Payments £84 	
Payments 1.84 	Customer Service 1.77 	Customer Service £71 	
Other 5.01 	Other 4.6 		

£ Financial	Non-Financial	£ Both	X No Action
0.29	2.72	16.52	1.60

86%
of awards with a financial element