












# 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

## Overall Sector

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
29.2579	15,292.0	35.6559	18636

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 16.86 	<b>Billing</b> 21.33 	<b>Billing</b> £75 	disputed gas or electricity usage
<b>Smart Meters</b> 3.23 	<b>Smart Meters</b> 3.74 	<b>Smart Meters</b> £64 	Disputed account balance
<b>Customer Service</b> 2.90 	<b>Customer Service</b> 3.31 	<b>Customer Service</b> £70 	Billed to incorrect meter
<b>Other</b> 6.27 	<b>Other</b> 7.27 		

£ Financial	Non-Financial	£ Both	X No Action
0.50	0.00	19.62	1.09

100%  
of awards with a financial element