












At a glance complaints data Q2, April - June 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 *
45.27	1,165	21.72	739

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	24.60 	Billing	12.55 	Billing	£32 	disputed gas or electricity usage
Other	5.83 	Payments	2.02 	Payments	£11 	Incorrect opening/closing meter readings
Payments	5.83 	Customer Service	2.21 	Customer Service	£32 	Disputed account balance
Other	9.01 	Other	4.93 			

£ Financial	 Non-Financial	£  Both	X No Action
0.16	0.74	12.94	0

95%
of awards with a financial element