












# At a glance complaints data Q1, January - March 2019

Figures shown are number of complaints per 100,000 customer accounts

\* These are actual complaint figures

## Co-Op Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
31.13	142	30.91	141

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 12.5 	<b>Billing</b> 17.54 	<b>Billing</b> £73 	1. Disputed account balance 2. Disputed gas or electricity usage 3. Billing Delays
<b>Transfers</b> 2.41 	<b>Transfers</b> 2.41 	<b>Transfers</b> £201 	
<b>Customer Service</b> 1.75 	<b>Customer Service</b> 1.75 	<b>Customer Service</b> £69 	
<b>Other</b> 14.47 	<b>Other</b> 9.21 		

£ Financial	 Non-Financial	£  Both	X No Action
0.44	2.19	20.61	1.1

91%  
of awards with a financial element