












At a glance complaints data Q1, January - March 2021

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 *
28.17	510	23.15	476

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 18.12 	Billing 13.87 	Billing £44 	disputed gas or electricity usage
Payments 2.38 	Payments 2.26 	Payments £29 	Disputed account balance
Smart Meters 2.32 	Smart Meters 1.99 	Smart Meters £140 	Billing Delays
Other 5.36 	Other 5.03 		

£ Financial	Non-Financial	£ Both	X No Action
0.06	6.35	14.86	0.11

70%
of awards with a financial element