












# 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

## Overall Sector

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
37.9254	19,964	31.4095	16,534

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	19.45 	Billing	17.60 	Billing	£40 	disputed gas or electricity usage
Smart Meters	5.09 	Smart Meters	4.04 	Smart Meters	£33 	Disputed account balance
Other	4.31 	Customer Service	3.28 	Other	£0 	Billed to incorrect meter
Other	9.07 	Other	6.49 			

£ Financial	 Non-Financial	£  Both	X No Action
0.18	0.00	12.83	0.64

**100%**  
of awards with a financial element