












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

## Scottish Power Energy Retail Ltd

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
47.42	2,061	30.74	1,800

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 26.25 	<b>Billing</b> 16.59 	<b>Billing</b> £71 	disputed gas or electricity usage
<b>Customer Service</b> 5.29 	<b>Customer Service</b> 3.59 	<b>Customer Service</b> £76 	Disputed account balance
<b>Payments</b> 3.82 	<b>Payments</b> 2.69 	<b>Payments</b> £53 	Billed to incorrect meter
<b>Other</b> 12.05 	<b>Other</b> 7.87 		

£ Financial	Non-Financial	£ Both	X No Action
0.02	2.35	25.4	0

92%  
of awards with a financial element