












At a glance complaints data Q1, October - December 2018

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 *
24.19	12,310	22.73	11,566

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	13.21 	Billing	13.51 	Billing	£86 	1. Disputed account balance
Transfers	1.7 	Payments	1.8 	Payments	£78 	2. Disputed gas or electricity usage
Customer Service	1.69 	Customer Service	1.74 	Customer Service	£79 	3. Billing Delays
Other	7.59 	Other	5.68 			

£ Financial	 Non-Financial	£  Both	X No Action
0.26	1.76	16.11	1.30

90%
of awards with a financial element