












At a glance complaints data Q3, July - September 2022



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 *
47.03	1,190	21.68	1,148

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	28.26 	Billing	12.51 	Billing	£69 	disputed gas or electricity usage
Smart Meters	6.17 	Smart Meters	2.14 	Smart Meters	£55 	Disputed account balance
Payments	4.90 	Customer Service	2.21 	Customer Service	£99 	Incorrect opening/closing meter readings
Other	7.71 	Other	4.82 			

£ Financial	 Non-Financial	£  Both	X No Action
0.67	1.74	28.97	0

94%
of awards with a financial element