












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

# Centrica Residential

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
19.68	2,232	13	2,046

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	10.48 	Billing	6.54 	Billing	£45 	disputed gas or electricity usage
Customer Service	2.59 	Payments	1.84 	Payments	£27 	Disputed account balance
Payments	2.27 	Customer Service	1.70 	Customer Service	£36 	Clarity of Bill
Other	4.33 	Other	2.91 			

£ Financial	 Non-Financial	£  Both	X No Action
0.02	3.9	8.2	0.01

68%  
of awards with a financial element