












# At a glance complaints data Q3, July - September 2018

Figures shown are number of complaints per 100,000 customer accounts

\* These are actual complaint figures

## British Gas

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
7.55	919	7.69	936

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 4.4 	<b>Billing</b> 4.46 	<b>Billing</b> £102 	1. Disputed account balance  2. Disputed gas or electricity usage  3. I have been issued bills that include incorrect information
<b>Payments</b> 1.03 	<b>Payments</b> 1.09 	<b>Payments</b> £72 	
<b>Customer Service</b> 0.85 	<b>Customer Service</b> 0.81 	<b>Customer Service</b> £59 	
<b>Other</b> 1.27 	<b>Other</b> 1.33 		

£ Financial	 Non-Financial	£  Both	X No Action
0.07	0.81	5.58	0.89

87%  
of awards with a financial element