












# At a glance complaints data Q3, July - September 2020

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 *
28.48	14,691	22.14	11,421

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 8.54 	<b>Billing</b> 10.05 	<b>Billing</b> £91 	1. Disputed gas or electricity usage 2. Disputed account balance 3. Failure to issue refund/credit
<b>Payments</b> 1.14 	<b>Payments</b> 1.25 	<b>Payments</b> £68 	
<b>Smart Meters</b> 1.06 	<b>Transfers</b> 1.23 	<b>Transfers</b> £88 	
<b>Other</b> 17.74 	<b>Other</b> 9.61 		

£ Financial	Non-Financial	£ Both	X No Action
0.32	1.04	13.86	1.43

93%  
of awards with a financial element