

At a glance complaints data Q2, April - June 2019





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 *
11.05	1,315	10.68	1,271




Complaints Accepted (Top Complaint Types)

Complaint Type	Complaints Accepted
Billing	4.74 
Customer Service	0.74 
Transfers	0.71 
Other	4.86 

Complaints Resolved (Top Complaint Types)

Complaint Type	Complaints Resolved
Billing	4.57 
Customer Service	0.64 
Transfers	0.6 
Other	4.87 

Average Award (Top Complaint Types)

Complaint Type	Average Award
Billing	£64 
Customer Service	£53 
Transfers	£50 

Top Three Billing Complaints

1. Disputed gas or electricity usage
2. Disputed account balance
3. Disputed responsibility for bill or part of the bill

£ Financial	 Non-Financial	£  Both	X No Action
0.1	0.6	6.08	1.68

91%
of awards with a financial element