

# At a glance complaints data Q4, October - December 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 *
14.2	1,677	14.21	1,678

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> <b>3.05</b>	<b>Billing</b> <b>6.89</b>	<b>Billing</b> <b>£85</b>	#N/A
<b>Payments</b> <b>0.83</b>	<b>Payments</b> <b>1.59</b>	<b>Payments</b> <b>£51</b>	#N/A
<b>Customer Service</b> <b>0.5</b>	<b>Customer Service</b> <b>1.03</b>	<b>Customer Service</b> <b>£73</b>	#N/A
<b>Other</b> <b>9.82</b>	<b>Other</b> <b>4.7</b>		

£ Financial	 Non-Financial	£  Both	X No Action
0.08	0.69	7.67	1.19

**92%**  
of awards with a financial element