












# At a glance complaints data Q2, April - June 2022



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 *
25.8	3,240	13.38	2,323

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	12.89 	Billing	6.67 	Billing	£25 	disputed gas or electricity usage
Payments	3.13 	Customer Service	1.97 	Customer Service	£34 	Disputed account balance
Other	2.98 	Smart Meters	1.67 	Smart Meters	£27 	Incorrect tariff
Other	6.80 	Other	3.07 			

£ Financial	 Non-Financial	£  Both	X No Action
0.14	0.4	7.61	0

95%  
of awards with a financial element