












At a glance complaints data Q1, January - March 2023

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

* These are actual complaint figures

Shell Energy Retail Limited

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
31.73	797	34.2	934

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 18.36 	Billing 18.36 	Billing £63 	disputed gas or electricity usage
Smart Meters 5.97 	Smart Meters 6.97 	Smart Meters £60 	Disputed account balance
Payments 2.63 	Payments 3.74 	Payments £48 	Estimated billing/readings
Other 4.77 	Other 5.13 		

Financial	Non-Financial	Both	No Action
0.44	1.23	25.44	0

95%
of awards with a financial element