












# 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

## Overall Sector

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
30.14	15,405	28.87	14,757

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	13.61 	Billing	13.38 	Billing	£83 	1. Disputed gas or electricity usage
Transfers	1.54 	Transfers	1.67 	Transfers	£77 	2. Disputed account balance
Customer Service	1.45 	Customer Service	1.41 	Customer Service	£81 	3. Billing Delays
Other	13.54 	Other	12.41 			

£ Financial	 Non-Financial	£  Both	X No Action
0.40	1.56	18.38	2.33

92%  
of awards with a financial element