

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

Scottish Power

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
58.06	2,585	52.4	2,333

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 7.73	Billing 20.84	Billing £127	1. disputed gas or electricity usage 2. Disputed account balance 3. Billing Delays
Customer Service 1.19	Customer Service 3.48	Customer Service £123	
Payments 0.94	Standard Meters 2.72	Standard Meters £363	
Other 48.2	Other 25.36		

£ Financial	Non-Financial	£ Both	X No Action
0.11	0.76	24.91	0.74

97%
of awards with a financial element