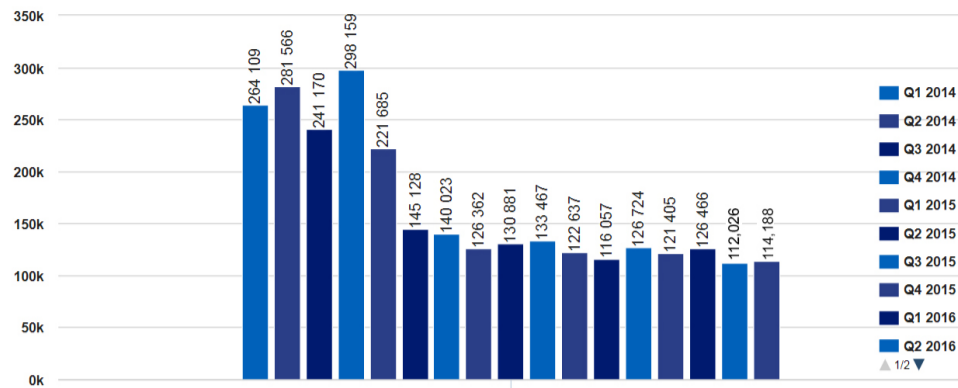


Our complaints performance

The total number of complaints received during January, February and March (Q1) 2016 was 114,188. This is slightly higher than the previous quarter (112,026) but significantly lower than complaints received in Q1 2017 (126,724).

Through our complaints improvement programme, we've continued to look at the causes of customer dissatisfaction. We've then addressed these causes by making improvements to our systems and processes. We will continue making positive changes throughout 2016 and beyond.



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q1 (1 January - 31 March 2018):

Number of complaints received	114,188.
Number of complaints received per 100,000 customer accounts	2,259
Number of complaints resolved*	110,088
Number of complaints resolved per 100,000 customer accounts	2,178
Percentage of complaints resolved by the end of the next working day	58.93%
Percentage of complaints resolved within 8 weeks	94.58%

*This includes complaints resolved which were raised in previous quarters.

Help and advice

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- [How many meter readings should I give you a year? >](#)
- [What do I need to know about the Easy Online tariff? >](#)
- [How do I change my personal details? >](#)

Complaints categories

Our complaints in Q1 are divided by category, shown below.

Top 5 categories in Q1 2018	% of complaints opened by category
Billing	26%
Metering (inc Prepayment)	20%
Payments	15%
Customer Service	10%
Change of supplier	4%

Billing	Metering (inc. prepayment)	Payments	Customer services	Change of supplier
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This covers any complaints made about the layout of our bills as well as any information displayed on them such as cancelled charges or payment dates. Complaints received about estimated readings, price increases or incorrect bills are also included.

Previous results

2017	▼
2016	▼
2015	▼
2014	▼
2013	▼

Billing

This covers any complaints made about the layout of our bills as well as any information displayed on them such as cancelled charges or payment dates. Complaints received about estimated readings, price increases or incorrect bills are also included.

Metering (inc. prepayment)

If we receive complaints about metering appointments or any mismatched data then these are listed in this section. Also included here are prepayment meter issues, which tend to be higher in winter months.

Payments

Any complaints we receive about Direct Debit payments or prepayment credits are included here.

Customer services

Complaints made about Customer Services have reduced this quarter compared to Q2 2014

Change of supplier

Change of supplier includes customers who have experienced problems while switching supplier. In Q2 we also included change of tenancy but this has been removed from Q3's data.

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