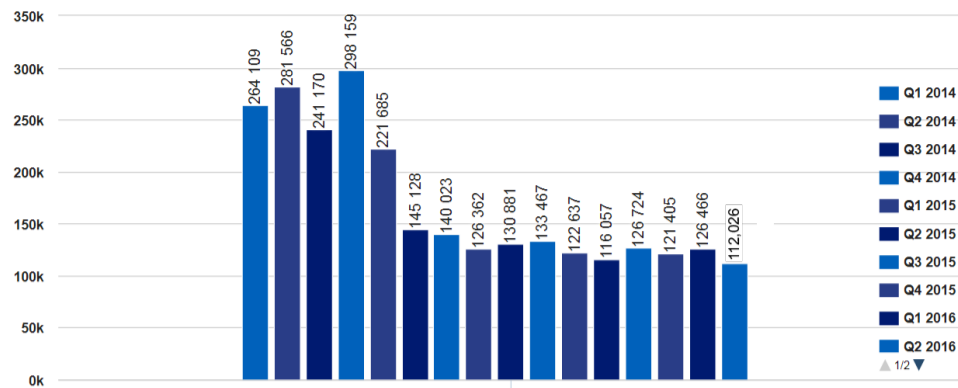


## Our complaints performance

The total number of complaints received during October, November and December (Q4 2017) was 112,026.

Through our complaints improvement programme, we've continued to look at the customer dissatisfaction. We've then addressed these causes by making improvements to our systems and processes. We will continue making positive changes into 2018 and beyond.



### Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q4 (31 October - 31 December 2017):

Number of complaints received	112,026
Number of complaints received per 100,000 customer accounts	2,178
Number of complaints resolved*	106,375
Number of complaints resolved per 100,000 customer accounts	2,068
Percentage of complaints resolved by the end of the next working day	61.63%
Percentage of complaints resolved within 8 weeks	95.58%

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

### Help and advice

[How does Budget Direct Debit work?](#)

[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 Q4 are divided by category, shown below:

Top 5 categories in Q4 2017	% of complaints opened by category
Billing	24%
Metering (Inc Prepayment)	13%
Payments	12%
Customer Service	12%
Change of supplier	4%

<b>Billing</b>	Metering (inc. prepayment)	Payments	Customer services	Change of supplier
----------------	----------------------------	----------	-------------------	--------------------

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	▼

### Related links

### External links

## 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 Q3 2017

## Change of supplier

Change of supplier includes customers who have experienced problems while switching supplier.

Feedback

Chat