

Recent complaints performance

Please note: Figures show all complaints including expressions of dissatisfaction

	Complaints received	Complaints received per 100,000 customers	Complaints resolved	Complaints resolved per 100,000 customers	% resolved first day	% resolved at 8 weeks
2015 Q4	1,808	806	1,850	825	78	99.1

12 month summary

	Complaints received	Complaints received per 100,000 customers	Complaints resolved	Complaints resolved per 100,000 customers	% resolved first day	% resolved at 8 weeks
2015 Q1	3,590	3,126	3,527	3,071	82.0	99.9
2015 Q2	1,613	1,364	1,708	1,447	59	99.9
2015 Q3	1,580	731	1,598	739	72	96.5
2015 Q4	1,808	806	1,850	825	78	99.1

Top 5 complaint reasons

	2015 Q1	2015 Q2	2015 Q3	2015 Q4
Billing	24%	26%	28%	33%
Customer setup	10%	11%	27%	28%
Customer service	28%	21%	23%	23%
Metering	13%	23%	15%	7%
Payments	25%	19%	7%	9%
	100%	100%	100%	100%

Notes

Our Customer Charter outlines how we plan to provide customers with a five star service.

Resolving complaints quickly and learning from what customers tell us is an important part of providing a service that our customers would rate as 5/5.

Listening to customers

We believe that every comment counts and we can learn more about what customers want by simply listening to what they say and how they say it.

Typically, we resolve around 7/10 complaints within 24hrs, normally during the same conversation.

We perform very well when compared with other energy suppliers - in 2015, we received less than 50% of the complaints of the best performing Big Six supplier* - but we know there's always room for improvement.

Towards a 'five star' service

We use all the information we gather from complaints, expressions of dissatisfaction and regular customer surveys to understand where improvements can be made in the future and to develop our Customer Charter.

You can download our Customer Charter from www.sparkenergy.co.uk



*Based on Ofgem complaints per 100,000 customers figures for 2015.