

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
2017 Q1	3327	1045	3164	994	64%	99%

See Notes

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
2016 Q2	2,800	1052	2680	1007	77	99
2016 Q3	2769	935	2655	896	69	99.2
2016 Q4	2600	858	2510	828	61	99
2017 Q1	3327	1045	3164	994	64	99

See Notes

Top 5 complaint reasons

	2016 Q2	2016 Q3	2016 Q4	2017 Q1
Billing	29%	29%	29%	27%
Customer setup	15%	18%	14%	12%
Customer service	25%	25%	23%	26%
Metering	7%	8%	11%	9%
Payments	24%	20%	23%	26%
	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 simply by listening to what they say and how they say it.

We capture even slight expressions of dissatisfaction to improve customer experience. This could be anything from not liking our hold music to using capital letters in an email. It helps us learn more about what our customers are looking for, what they find frustrating, and how we can improve our service even more.

2017 Q1 results

In Q1, our resolutions within 8 weeks have remained consistent at 99% and we've seen an increase on next day resolution, compared to Q4 results. We are also pleased to see that the proportion of metering complaints has reduced since moving metering partner at the end of the year.

Although we saw an increase in overall complaints numbers in this quarter, this is in line with the trend we saw in Q1 of both 2015 and 2016 and an increase in our overall customer base. We'll continue to monitor these into Q2 and explore root causes as necessary to make sure that our customers have the best possible experience with us.

Towards a 'five star' service

We use all the information we gather from complaints, expressions of dissatisfaction and regular customer surveys to develop our Customer Charter. You can download this from sparkenergy.co.uk

