

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
2016 Q3	2769	935	2655	896	69	99.2

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
2015 Q4	1,808	806	1,850	825	78	99.1
2016 Q1	2,436	1,039	2,373	1,012	76	99
2016 Q2	2,800	1052	2680	1007	77	99
2016 Q3	2769	935	2655	896	69	99.2

Top 5 complaint reasons

	2015 Q4	2016 Q1	2016 Q2	2016 Q3
Billing	33%	34%	29%	29%
Customer setup	28%	26%	25%	25%
Customer service	23%	25%	24%	20%
Metering	7%	9%	15%	18%
Payments	9%	6%	7%	8%
	100%	100%	100%	100%

See Notes

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 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.

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

2016 Q3 results

Customers should expect the best possible service when we visit their home to inspect their meter. To address the increased proportion of metering complaints in Q2/3 and to ensure a better service going forward, we're moving to a new meter reading partner in Q4.

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

