

## 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 |
|----------------|---------------------|---|---------------------|---|----------------------|-----------------------|
| <b>2016 Q4</b> | 2,600               | 858                                       | 2510                | 828                                       | 61                   | 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 |
|----------------|---------------------|---|---------------------|---|----------------------|-----------------------|
| <b>2016 Q1</b> | 2,436               | 1,039                                     | 2,373               | 1,012                                     | 76                   | 99                    |
| <b>2016 Q2</b> | 2,800               | 1052                                      | 2680                | 1007                                      | 77                   | 99                    |
| <b>2016 Q3</b> | 2769                | 935                                       | 2655                | 896                                       | 69                   | 99.2                  |
| <b>2016 Q4</b> | 2,600               | 858                                       | 2,510               | 828                                       | 61                   | 99                    |

See Notes

## Top 5 complaint reasons

|                  | 2016 Q1     | 2016 Q2     | 2016 Q3     | 2016 Q4     |
|------------------|-------------|-------------|-------------|-------------|
| Billing          | 34%         | 29%         | 29%         | 29%         |
| Customer setup   | 9%          | 15%         | 18%         | 14%         |
| Customer service | 26%         | 25%         | 25%         | 23%         |
| Metering         | 6%          | 7%          | 8%          | 11%         |
| Payments         | 25%         | 24%         | 20%         | 23%         |
|                  | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |

### 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.

### 2016 Q4 results

We saw an increase in % of metering complaints in Q4, which was caused by historical issues related to our previous metering partner. This also affected our 24 hour resolutions, which dropped to 61%. We've now changed metering partner to help resolve these issues and to ensure that customers receive the best possible service when we visit their home to inspect their meter.

### 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](http://sparkenergy.co.uk)

