

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 Q2	2,800	1052	2680	1007	77	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
2015 Q3	1,580	731	1,598	739	72	96.5
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

See Notes

Our 2016 Q2 complaints figure according to The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 was 736.

This records the number of complaints which were unresolved by the end of the first working day after the day the complaint was first received.

Top 5 complaint reasons

	2015 Q3	2015 Q4	2016 Q1	2016 Q2
Billing	28%	33%	34%	29%
Customer setup	27%	28%	26%	25%
Customer service	23%	23%	25%	24%
Metering	15%	7%	9%	15%
Payments	7%	9%	6%	7%
	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 listening to what they say and how they say it.

In August 2014 we introduced a new customer service initiative to capture even slight expressions of dissatisfaction so that we can use this information to improve customer experience.

This could be anything from not liking our hold music to using capital letters in an email. We're doing this to 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 8/10 complaints within 24hrs, normally during the same conversation.

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 which is updated every quarter.

You can download this from www.sparkenergy.co.uk

