

## 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>2019 Q1</b>	4023	914	3870	879	77	100
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>2018 Q2</b>	6636	1518	6943	1589	73	97
<b>2018 Q3</b>	6574	1440	5919	1297	81	99
<b>2018 Q4</b>	1122	242	1084	234	76	100
<b>2019 Q1</b>	4023	914	3870	879	77	100
See Notes						

## Top 5 complaint reasons

	2019 Q2	2018 Q3	2018 Q4	2019 Q1
Billing	30%	29%	28%	31%
Customer setup	8%	9%	8%	6%
Customer service	21%	22%	25%	27%
Metering	9%	11%	13%	7%
Payments	32%	29%	26%	28%
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### Notes

**Our Customer Charter outlines our commitment to providing each of our 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.

#### 2019 Q1 results

In Q1, our complaints increased. However, our complaints resolved also increased to 77%, with 100% resolved at 8 weeks which is in line with last quarter.

Billing continues to be most complained about, whilst complaints about metering dropped significantly.

#### 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)

