

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
2019 Q2	3601	805	3460	773	79.5%	99.8%

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
2018 Q3	6574	1440	5919	1297	81%	99%
2018 Q4	1122	242	1084	234	76%	100%
2019 Q1	4023	914	3870	879	77%	100%
2019 Q2	3601	805	3460	773	79.5%	99.8%

See Notes

Top 5 complaint reasons

	2018 Q3	2018 Q4	2019 Q1	2019 Q2
Billing	29%	28%	31%	31%
Customer setup	9%	8%	6%	8%
Customer service	22%	25%	27%	25%
Metering	11%	13%	7%	10%
Payments	29%	26%	28%	27%
	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.

2019 Q2 results

In Q2, our total volume of complaints decreased overall. Whilst the percentage of these resolved within 8 weeks decreased slightly, we've seen an increase on next day resolution, compared to Q1 results. We are also pleased to see that the proportion of customer service complaints has decreased.

Overall complaints volumes continue to fall and we'll be monitoring these into Q3 and exploring the 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

