

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
2018 Q3	6574	1440	5919	1297	81	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
2017 Q4	3962	955	3754	905	66	99
2018 Q1	4523	1047	4969	1150	64	96
2018 Q2	6636	1518	6943	1589	73	97
2018 Q3	6574	1440	5919	1297	81	99
See Notes						

Top 5 complaint reasons

	2017 Q4	2018 Q1	2018 Q2	2018 Q3
Billing	24%	29%	30%	29%
Customer setup	12%	9%	8%	9%
Customer service	21%	21%	21%	22%
Metering	18%	15%	9%	11%
Payments	25%	26%	32%	29%
	100%	100%	100%	100%

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.

2018 Q3 results

In Q3, our complaints received have decreased, with the number of complaints received per 100,000 customers also declining.

Complaints resolved have slightly decreased from last quarter, but our % complaints resolved first day have jumped up from 73% to 81%. 99% of complaints are resolved at 8 weeks, which is up from 97% last quarter.

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

