

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 Q4	11599	2526	11410	2485	94.2%	99.9%

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
2019 Q1	4023	914	3870	879	77%	100%
2019 Q2	3601	805	3460	773	79.5%	99.8%
2019 Q3	5303	1151	4919	1068	89.9%	99.8%
2019 Q4	11599	2526	11410	2485	94.2%	99.9%

See Notes

Top 5 complaint reasons

	2019 Q1	2019 Q2	2019 Q3	2019 Q4
Billing	31%	31%	26%	24%
Customer setup	6%	8%	9%	9%
Customer service	27%	25%	29%	30%
Metering	7%	10%	12%	6%
Payments	28%	27%	24%	31%
	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 Q4 results

In Q4, our total volume of complaints increased overall. However, the percentage of these resolved within 8 weeks has continued to be consistent at 99.9%. We've seen an increase on first day resolution, compared to Q3 results.

We'll be monitoring our top 5 complaint reasons going into Q4 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

