

# Quarterly Complaints Report

October - December 2018

This report sets out our<sup>1</sup> complaints performance from October to December 2018

## Quarterly complaints report

### October - December 2018

Time period	Complaints received		Complaints resolved			
	Total Complaints received	Complaints per 100k customers	Total Complaints resolved	Per 100k customers	By end of next working day	Within 8 weeks
<b>October - December 2018</b>	<b>143,866</b>	<b>2,427</b>	<b>144,800</b>	<b>2,442</b>	<b>78.0%</b>	<b>95.9%</b>
July- September 2018	155,095	2,546	152,881	2,510	78.5%	97.5%
April - June 2018	131,243	2,117	125,958	2,032	75.7%	95.4%
January - March 2017	123,274	1,942	120,781	1,902	73.8%	94.7%
October - December 2017	120,753	1,875	120,079	1,864	73.8%	95.2%

### Top complaint issues

#### October - December 2018

34.0%	Customer Service
25.0%	Billing & Meter read <sup>2</sup>
16.8%	Payments
4.6%	Meter installation <sup>3</sup>
4.4%	Pricing

<sup>2</sup>Unrelated with meter type

<sup>3</sup>exchange or meter not working - smart or advanced credit meter

### Further information

To learn more about making a complaint, we have a complaint handling statement and procedure which you can find on our website: [sse.co.uk/complaints](https://www.sse.co.uk/complaints) or call us on **0345 071 7800** to ask for a free copy.

To find out more about The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, visit [legislation.gov.uk](https://www.legislation.gov.uk) or call us on **0345 071 7800** to ask for a free copy.

To see our latest complaints performance data you can find our Annual Complaints Report at: [sse.co.uk/complaints](https://www.sse.co.uk/complaints)

We're always looking to improve our service, which includes acting promptly and courteously to help our customers. If something goes wrong or a mistake is made, we will work with our customers to fix this without fuss. For more information on these steps, please visit: [sse.co.uk/about-us/sse-and-you/treating-customers-fairly](https://www.sse.co.uk/about-us/sse-and-you/treating-customers-fairly)

Or you can phone us on **0345 071 7800** and we'll send you a free copy.

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<sup>1</sup>The figures are for all SSE Energy Supply Limited and Southern Electric Gas Limited customers, supplied under the following brands: SSE, SSE Southern Electric, SSE Scottish Hydro, SSE SWALEC, and SSE Atlantic.

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