

Quarterly Complaints Report

July - September 2020

This report sets out our¹ complaints performance from July to September 2020¹

Quarterly complaints report July - September 2020

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
July - September 2020	112,301	2,147	107,891	2,062	76.7%	95.7%
April - June 2020	73,850	1,376	71,793	1,337	72.9%	94.7%
January - March 2020	110,409	2,011	108,384	1,974	74.9%	95.0%
October - December 2019	125,244	2,239	121,608	2,174	78.3%	96.0%
July - September 2019	140,563	2,470	137,876	2,423	81.5%	96.2%

Top complaint issues July - September 2020

41.4%	Customer Service
22.1%	Billing & Meter read ²
12.3%	Payment Issues
4.7%	Meter Issues ³
3.7%	Pricing

² Unrelated with meter type

³ Installation/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)

You can phone us on **0345 071 7800** and we'll send you a free copy of this report.

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¹The figures are for all OVO Electricity 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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