

# Quarterly Complaints Report

October - December 2020

This report sets out our<sup>1</sup> complaints performance from October to December 2020<sup>1</sup>

## Quarterly complaints report October - December 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
<b>October - December 2020</b>	<b>127,096</b>	<b>2,326</b>	<b>122,121</b>	<b>2,235</b>	<b>75.2%</b>	<b>95.8%</b>
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%

### Top complaint issues October - December 2020

47%	Customer Service
19%	Billing & Meter read <sup>2</sup>
11.4%	Payment Issues
5.4%	Meter Issues <sup>3</sup>
3.5%	Pricing

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

<sup>3</sup> 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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<sup>1</sup>The 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.