

# Quarterly Complaints Report

April - June 2021

This report sets out our<sup>1</sup> complaints performance from April to June 2021<sup>1</sup>

## Quarterly complaints report

### April - June 2021

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>April - June 2021</b>	<b>182,835</b>	<b>3,368</b>	<b>178,055</b>	<b>3,280</b>	<b>76.3%</b>	<b>94.2%</b>
January - March 2021	156,144	2,857	147,013	2,690	74.8%	95.1%
October - December 2020	127,096	2,326	122,121	2,235	75.2%	95.8%
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%

### Top complaint issues

#### April - June 2021

42.8%	Customer Service
25.9%	Billing & Meter read <sup>2</sup>
11.1%	Payment Issues
4.4%	Billing & Meter reading issues - smart meter related
3.9%	Meter Issues <sup>3</sup>

<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 070 7373** 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 070 7373** 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 070 7373** 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.

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