

Our complaints history

Top 5 complaint issues

Jan - Mar 2019

Complaint issue	Number of complaints	% of all complaints
Billing	1,368	25%
Customer Experience	1,270	23%
Collections	476	9%
Payments	442	8%
Direct Debit Review	424	8%

Date Range	Total complaints received	Complaints per 100k customers	Complaints resolved	Resolved per 100k customers	Resolved by end of next working day	Resolved within 8 weeks
Jan - Mar 2019	5,418	1,011	5,924	1,106	60%	91%
Oct - Dec 2018	7,944	1,629	8,408	1,724	70%	95%
July - Sep 2018	9,080	1,794	9,637	1,904	69%	95%
Apr - June 2018	7,011	1,292	7,121	1,312	57%	95%
Jan - Mar 2018	6,378	1,201	6,626	1,247	57%	95%
Oct-Dec 2017	6,576	1,066	6,983	1,132	56%	95%
July - Sept 2017	7,428	1,121	8,035	1,213	56%	94%
Apr - Jun 2017	5,686	786	6,251	864	39%	96%
Jan - Mar 2017	5,541	691	5,826	726	41%	90%
Oct - Dec 2016	2,576	563	2,877	629	24%	87%
July - Sept 2016	3001	656	2992	654	31%	81%

From 1 January 2017, all Co-op Energy and GB Energy complaint figures are combined