

# Quarterly Complaints Report

July - September 2018

This report sets out our<sup>1</sup> complaints performance from July to September 2018

## Quarterly complaints report July - September 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	Withing 8 weeks
<b>July- September 2018</b>	<b>155,095</b>	<b>2,546</b>	<b>152,881</b>	<b>2,510</b>	<b>78.5%</b>	<b>97.5%</b>
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%
July - September 2017	134,248	2,070	131,948	2,034	76.0%	95.8%

### Top complaint issues July - September 2018

35.5%	Customer Service
24.5%	<sup>1</sup> Billing & Meter read
19.9%	Payments
4.2%	Pricing
3.7%	<sup>1</sup> Switching

<sup>1</sup>Unrelated with meter type

### 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/HelpAndAdvice/TreatingCustomersFairly](https://www.sse.co.uk/HelpAndAdvice/TreatingCustomersFairly)

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

SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of SSE Electricity Limited registered in England and Wales number 04094263 (supply of electricity and Feed-In Tariffs); Southern Electric Gas Limited registered in England and Wales number 02716495 (supply of gas); The registered office of SSE Electricity Limited, Southern Electric Gas Limited and SSE Retail Telecoms Limited is No. 1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH.

<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, SSE Atlantic, M&S Energy. Note: in 2018 SSE and M&S announced their decision to end their relationship from September 2018. Please [click here](#) for further details.