












At a glance complaints data Q1, January - March 2022

Figures shown are number of complaints per 100,000 customer accounts

* These are actual complaint figures

Centrica Residential

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
21.33	2,679	15.02	2,356

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 11.07 	Billing 7.40 	Billing £62 	disputed gas or electricity usage
Customer Service 2.84 	Customer Service 2.04 	Customer Service £56 	Disputed account balance
Smart Meters 2.56 	Smart Meters 1.86 	Smart Meters £64 	Failure to issue refund/credit
Other 4.86 	Other 3.72 		

£ Financial	 Non-Financial	£  Both	X No Action
0.28	0.5	11.24	0

96%
of awards with a financial element