

# At a glance complaints data Q1, January - March 2020

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

\* These are actual complaint figures

## Scottish Power

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
63.21	2,765	55.21	2,415

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> <b>7.73</b>	<b>Billing</b> <b>19.98</b>	<b>Billing</b> <b>£152</b>	<b>1. disputed gas or electricity usage</b>  <b>2. Disputed account balance</b>  <b>3. Billed to incorrect meter</b>
<b>Customer Service</b> <b>1.42</b>	<b>Customer Service</b> <b>3.29</b>	<b>Customer Service</b> <b>£136</b>	
<b>Standard Meters</b> <b>1.12</b>	<b>Standard Meters</b> <b>2.9</b>	<b>Standard Meters</b> <b>£208</b>	
<b>Other</b> <b>52.94</b>	<b>Other</b> <b>29.04</b>		

£ Financial	Non-Financial	£ Both	X No Action
0.11	0.73	28.35	0.34

**97%**  
of awards with a financial element