

# At a glance complaints data Q1, Jan-Mar 2016

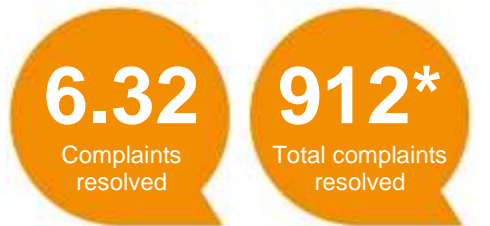
## British Gas

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

\* These are actual complaint figures



### Complaints accepted (By complaint type)



### Complaints resolved (By complaint type)



### Average award (By complaint type)



### Top three billing complaints

