

At a glance complaints data Q3, Jul-Sep 2016

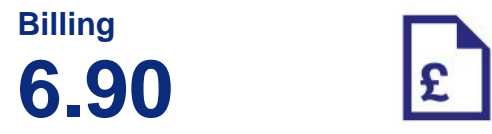
British Gas

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

* These are actual complaint figures



Complaints accepted
(Top complaint types)



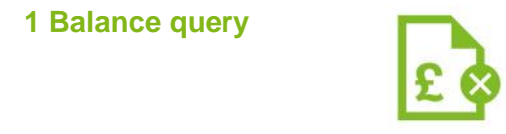
Complaints resolved
(Top complaint types)



Average award
(Top complaint types)



Top three billing complaints



**We revised complaint types in August 2016 to provide more detailed analysis; this has resulted in more categories so the "other" total is larger than in previous quarters.

