

RobinHoodenergy

Quarterly Complaints Performance

Quarter 2 April 2018 - June 2018.

At Robin Hood Energy, we are committed to delivering excellent service. This quarter we received fewer complaints than average for energy companies, and our aim is to reduce this further.

Period	Complaints received	Complaints resolved per 100,000 customer accounts	Complaints resolved	Complaints resolved per 100,000 customer accounts	Complaints resolved by the next working day	Complaints resolved by the next working day in %	Complaints resolved by eight weeks	Complaints resolved by eight weeks in %
Q2 2018	1723	970	1629	917	420	26%	1277	78%

Top 5 complaint reasons

Robin Hood Energy have made changes to our Customer Relationship Management system to ensure that our bills are going out in a timely and accurate manner. We are exploring if there are further options that we can utilise to improve this service.

Complaint Reason	Complaints Received	Complaints Received in %
Billing	583	34%
Customer service	191	11%
Debt Issues	161	9%
Switching Issues	114	7%
Payment Issues	109	6%
Other		