

RobinHoodenergy

Quarterly Complaints Performance

Quarter 3 July 2018 - September 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 %
Q3 2018	1925	967	2019	1015	645	32%	1612	80%

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	843	44%
Customer service	265	14%
Payment Issues	222	12%
Meter Installtion	131	7%
Switching Issues	128	7%
Other		