

# RobinHoodenergy

## Quarterly Complaints Performance

### Quarter 4 October 2018 - December 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 %
Q4 2018	2196	1031	2059	967	1077	52%	2005	97%

## 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	811	37%
Customer service	473	22%
Payment Issues	241	11%
Switching Issues	147	7%
Meter Installation	109	5%
Other		