

RobinHoodenergy

Quarterly Complaints Performance

Quarter 1. January – March 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 %
Quarter 1 2018	1681	1017	1657	1002	394	24%	1389	84%

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	485	29%
Meter Reading	169	10%
SMART Metering	123	7%
Pay-as-you-go	83	5%
Direct Debit	78	5%
Other	743	44%