

# Complaints performance

## 2017 Quarter 2



Here's our complaints performance from April to June 2017.

Complaints received	Complaints received per 100k customers	Complaints resolved	Complaints resolved per 100k customers	% resolved same or next working day	% resolved within 8 weeks
2837	1096	2777	1073	24%	88%

Top 5 reasons	%
Payments	22
Registrations	20
Customer Service	17
Billing	15
Sales	4
Other	22

### What we're doing about it

In 2017 Q2 we have managed resolve over twice as many complaints the same or the next working day as the previous quarter. We've also resolved more complaints per 100K customers.

We've continued to invest in the recruitment, development and training of our Contact Centre staff. Our continuous investment in operations; and continued development of our quality monitoring, systems, reporting, policies and procedures to ensure any identified issues were dealt with swiftly. We also continued to progress our smart meter plans.