

# Complaints performance

## 2016 Quarter 2



Here's our complaints performance from April to June 2016.

Complaints received	Complaints received per 100k customers	Complaints resolved	Complaints resolved per 100k customers	% resolved same or next working day	% resolved within 8 weeks
933	649	989	688	46%	99%

Top 5 reasons	%
Sales	28
Registrations	19
Customer service	16
Metering	12
Payments	12
Other	13

### What we're doing about it

In 2016 Q2 we saw a significant fall in the number of complaints we received compared to the previous quarter.

We invested in the training of the front line staff to support the growth of our customer base and maintain our target of answering the majority of calls within 60 seconds.

We are constantly striving to resolve enquires and complaints as quickly as possible, delivering fair outcomes for our customers. Our focus continues to ensure our switching process is simple and transparent.