

Complaints performance

2017 Quarter 1



Here's our complaints performance from January to March 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
2355	1000	2340	994	11%	91%

Top 5 reasons	%
Registrations	17
Sales	15
Customer Service	15
Billing	12
Payments	12
Other	29

What we're doing about it

In 2017 Q1 we saw a fall in the number of complaints per 100K customers received, compared to the previous quarter. This figure is also lower compared to the same time last year.

We continued to develop and invest in training across the business including sales; expanded our customer service operations; and continued development of our quality monitoring, systems, reporting, policies and procedures to ensure any identified issues were dealt with swiftly.