



# Complaints performance

## Annual complaints summary

Here's our complaints performance from 1 January 2017 to 31 December 2017.

Complaints	2017 Q1	2017 Q2	2017 Q3	2017 Q4
Received	2355	2837	3438	3738
Resolved	2340	2777	3304	2039

### More information

This is a brief summary of our annual complaints report for the period 01 January 2017 to 31 December 2017.

During this 12-month period we received 12368 complaints from our customers. We resolved 10460 complaints between 01 January 2017 to 31 December 2017.

The yearly trends in complaints have been payments, registrations and customer service although we are working hard to make improvements in these areas. We had changes throughout the year bringing our customer service team in-house in order to offer a better service to customers, we have also branched into new energy payment methods which resulted in some teething registration issues which was corrected throughout the year resulting in a reduction of complaints in this area.