

Annual complaints statistics 2019

At So Energy, we only want to deliver a service that we'd be happy to have in our own homes. It's for that reason that we take our complaints process so seriously – if you're not happy with something, neither are we, and we want to hear about it so that we can do our best to make sure it doesn't happen again.

Below, you'll find the results of our annual report on the complaints we received, resolved and the timeframe in which we did that in the four quarters of 2019.

Reporting Period	Complaints received	Received per 100k accounts	Complaints Resolved	Resolved per 100k accounts	Resolved the same or next working day (%)	Resolved within 8 weeks (%)
2019 Q1	158	64	152	61	56	99.3
2019 Q2	240	89	226	83	37	99.6
2019 Q3	321	103	319	102	39	99.7
2019 Q4	753	241	724	232	52	99.3

Q1: January, February and March

Q2: April, May and June

Q3: July, August and September

Q4: October, November, December