

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 1  
**Q.1 Can you please tell us whether you have ever made a complaint to each of the following? If yes, was this in the last six months?**  
**Summary Table**  
**Base: All respondents**

|  | Organisations                                       |  |   |                |
|--|---|--|---|----------------|
|  | Your energy<br>provider e.g.<br>gas,<br>electricity | Your bank e.g.<br>current<br>account,<br>savings | A non-food<br>retailer e.g.<br>department<br>stores,<br>electronics<br>stores,<br>homeware stores | A rail company |
| Unweighted base                        | 2212  | 2212   | 2212  | 2212           |
| Weighted base                          | 2212  | 2212   | 2212  | 2212           |
| NET: Yes                               | 621<br>28%  | 669<br>30%                                       | 955<br>43%  | 466<br>21%     |
| Yes, in the last six<br>months         | 216<br>10%  | 224<br>10%                                       | 410<br>19%  | 163<br>7%      |
| Yes, but longer than<br>six months ago | 405<br>18%  | 445<br>20%                                       | 545<br>25%  | 303<br>14%     |
| No                                     | 1557<br>70%   | 1529<br>69%                                      | 1201<br>54%   | 1725<br>78%    |
| Don't know                             | 34<br>2%  | 14<br>1%   | 56<br>3%  | 20<br>1%       |

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 2  
**Q.1 Can you please tell us whether you have ever made a complaint to each of the following? If yes, was this in the last six months?**  
**Your energy provider e.g. gas, electricity**  
**Base: All respondents**

|                                     | Gender      |             | Age         |           |               |              |              |              |              | Social Grade  |              |             |             | Region      |              |                |                |                            |                   |                   |           |              |               | Employment Sector |                |                       |            |             |
|-------------------------------------|-------------|-------------|-------------|-----------|---------------|--------------|--------------|--------------|--------------|---------------|--------------|-------------|-------------|-------------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------|---------------|-------------------|----------------|-----------------------|------------|-------------|
|                                     | Total       | Male (a)    | Female (b)  | 16-17 (c) | 18-24 (d)     | 25-34 (e)    | 35-44 (f)    | 45-54 (g)    | 55-64 (h)    | 65+ (i)       | AB (j)       | C1 (k)      | C2 (l)      | DE (m)      | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u) | London (v)    | South East (w)    | South West (x) | North-ern Ireland (y) | Public (A) | Private (B) |
| Unweighted base                     | 2212        | 1096        | 1116        | 29        | 213           | 391          | 376          | 428          | 300          | 475           | 707          | 618         | 363         | 524         | 215          | 87             | 229            | 208                        | 156               | 154               | 114       | 229          | 283           | 312               | 171            | 54                    | 304        | 985         |
| Weighted base                       | 2212        | 1082        | 1130        | 38*       | 284           | 367          | 363          | 380          | 312          | 469           | 583          | 608         | 484         | 537         | 185          | 94*            | 247            | 189                        | 191               | 161               | 107*      | 208          | 275           | 300               | 191            | 64*                   | 282        | 924         |
| NET: Yes                            | 621<br>28%  | 360<br>33%b | 261<br>23%  | 3<br>9%   | 50<br>18%     | 104<br>28%d  | 124<br>34%di | 118<br>31%d  | 103<br>33%di | 119<br>25%d   | 192<br>33%km | 156<br>26%  | 140<br>29%  | 133<br>25%  | 54<br>29%    | 20<br>21%      | 59<br>24%      | 41<br>22%                  | 58<br>31%         | 59<br>38%opq      | 26<br>24% | 67<br>32%qxy | 97<br>35%opq  | 89<br>30%         | 41<br>21%      | 11<br>17%             | 102<br>36% | 292<br>32%  |
| Yes, in the last six months         | 216<br>10%  | 122<br>11%b | 94<br>8%    | 2<br>6%   | 25<br>9%      | 55<br>15%dgh | 37<br>10%    | 30<br>8%     | 28<br>9%     | 39<br>8%      | 68<br>12%km  | 47<br>8%    | 60<br>12%km | 41<br>8%    | 20<br>11%q   | 9<br>9%        | 23<br>9%       | 9<br>5%                    | 18<br>10%         | 13<br>8%          | 8<br>8%   | 20<br>10%    | 49<br>18%npqr | 25<br>8%          | 15<br>8%       | 5<br>9%               | 30<br>11%  | 122<br>13%  |
| Yes, but longer than six months ago | 405<br>18%  | 238<br>22%b | 167<br>15%  | 1<br>3%   | 25<br>9%      | 49<br>13%    | 87<br>24%dei | 88<br>23%dei | 74<br>24%dei | 80<br>17%d    | 123<br>21%   | 109<br>18%  | 80<br>17%   | 92<br>17%   | 35<br>19%    | 11<br>12%      | 36<br>15%      | 32<br>17%                  | 40<br>21%         | 45<br>28%opq      | 18<br>16% | 47<br>22%xy  | 47<br>17%     | 63<br>21%y        | 26<br>13%      | 5<br>9%               | 72<br>26%B | 170<br>18%  |
| No                                  | 1557<br>70% | 706<br>65%  | 851<br>75%a | 33<br>87% | 220<br>78%fgh | 259<br>70%   | 234<br>65%   | 258<br>68%   | 205<br>66%   | 349<br>74%fgh | 383<br>66%   | 449<br>74%j | 329<br>68%  | 397<br>74%j | 126<br>68%   | 71<br>76%      | 185<br>75%sv   | 146<br>77%rsu              | 127<br>66%        | 100<br>62%        | 79<br>74% | 137<br>66%   | 175<br>64%    | 209<br>70%        | 148<br>78%rsu  | 53<br>83%rsu          | 178<br>63% | 615<br>67%  |
| Don't know                          | 34<br>2%    | 16<br>1%    | 18<br>2%    | 1<br>4%   | 14<br>5%efgh  | 5<br>1%      | 4<br>1%      | 4<br>1%      | 4<br>1%      | 1<br>*        | 8<br>1%      | 3<br>*      | 16<br>3%k   | 7<br>1%     | 4<br>2%      | 3<br>3%        | 3<br>1%        | 2<br>1%                    | 6<br>3%           | 2<br>1%           | 3<br>2%   | 5<br>2%      | 3<br>1%       | 2<br>1%           | 2<br>1%        | -                     | 1<br>*     | 17<br>2%    |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 2

**Q.1 Can you please tell us whether you have ever made a complaint to each of the following? If yes, was this in the last six months?**

**Your energy provider e.g. gas, electricity**

**Base: All respondents**

|                                     | Total       | Q.1 Made a complaint to Energy provider |                          | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                         | Q.1 Made a complaint to Rail company |                         |
|-------------------------------------|-------------|---|--------------------------|------------------------------|----------------|---|-------------------------|--------------------------------------|-------------------------|
|                                     |             | Last 6 months (a)                       | Longer ago (b)           | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f)          | Last 6 months (g)                    | Longer ago (h)          |
| Unweighted base                     | 2212        | 223                                     | 416                      | 210                          | 458            | 395                                       | 551                     | 172                                  | 314                     |
| Weighted base                       | 2212        | 216                                     | 405                      | 224                          | 445            | 410                                       | 545                     | 163                                  | 303                     |
| NET: Yes                            | 621<br>28%  | 216<br>100%                             | 405<br>100%              | 127<br>57%                   | 220<br>49%     | 188<br>46%                                | 216<br>40%              | 86<br>52%                            | 136<br>45%              |
| Yes, in the last six months         | 216<br>10%  | 216<br>100%b                            | -                        | 64<br>29% <sup>d</sup>       | 57<br>13%      | 95<br>23% <sup>f</sup>                    | 47<br>9%                | 47<br>29% <sup>h</sup>               | 55<br>18%               |
| Yes, but longer than six months ago | 405<br>18%  | -                                       | 405<br>100% <sup>a</sup> | 62<br>28%                    | 162<br>36%     | 93<br>23%                                 | 168<br>31% <sup>e</sup> | 39<br>24%                            | 82<br>27%               |
| No                                  | 1557<br>70% | -                                       | -                        | 89<br>40%                    | 215<br>48%     | 210<br>51%                                | 321<br>59% <sup>e</sup> | 71<br>43%                            | 163<br>54% <sup>g</sup> |
| Don't know                          | 34<br>2%    | -                                       | -                        | 8<br>4%                      | 10<br>2%       | 11<br>3%                                  | 9<br>2%                 | 7<br>4% <sup>h</sup>                 | 4<br>1%                 |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 3  
**Q.1 Can you please tell us whether you have ever made a complaint to each of the following? If yes, was this in the last six months?**  
**Your bank e.g. current account, savings**  
**Base: All respondents**

|                                     | Gender |          | Age        |           |           |           |           |           |           | Social Grade |        |        |        |        | Region       |                |                |                            |                   |                   |           |                    |            |                | Employment Sector |                      |            |             |
|-------------------------------------|--------|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|--------|--------|--------|--------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------------|------------|----------------|-------------------|----------------------|------------|-------------|
|                                     | Total  | Male (a) | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g) | 55-64 (h) | 65+ (i)      | AB (j) | C1 (k) | C2 (l) | DE (m) | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East of London (u) | London (v) | South East (w) | South West (x)    | North of Ireland (y) | Public (A) | Private (B) |
| Unweighted base                     | 2212   | 1096     | 1116       | 29        | 213       | 391       | 376       | 428       | 300       | 475          | 707    | 618    | 363    | 524    | 215          | 87             | 229            | 208                        | 156               | 154               | 114       | 229                | 283        | 312            | 171               | 54                   | 304        | 985         |
| Weighted base                       | 2212   | 1082     | 1130       | 38*       | 284       | 367       | 363       | 380       | 312       | 469          | 583    | 608    | 484    | 537    | 185          | 94*            | 247            | 189                        | 191               | 161               | 107*      | 208                | 275        | 300            | 191               | 64*                  | 282        | 924         |
| NET: Yes                            | 669    | 399      | 270        | 3         | 87        | 137       | 134       | 110       | 90        | 107          | 203    | 182    | 155    | 129    | 47           | 20             | 74             | 51                         | 58                | 51                | 33        | 79                 | 102        | 75             | 58                | 21                   | 100        | 324         |
|                                     | 30%    | 37%b     | 24%        | 8%        | 31%i      | 37%ghi    | 37%ghi    | 29%       | 29%       | 23%          | 35%m   | 30%m   | 32%m   | 24%    | 25%          | 21%            | 30%            | 27%                        | 30%               | 32%               | 31%       | 38%noq             | 37%noq     | 25%            | 30%               | 33%                  | 35%        | 35%         |
| Yes, in the last six months         | 224    | 129      | 95         | -         | 54        | 56        | 37        | 27        | 29        | 21           | 63     | 59     | 61     | 41     | 13           | 7              | 30             | 13                         | 29                | 12                | 12        | 24                 | 36         | 16             | 21                | 11                   | 33         | 119         |
|                                     | 10%    | 12%b     | 8%         | -         | 19%fgh    | 15%fgh    | 10%i      | 7%        | 9%i       | 4%           | 11%    | 10%    | 13%m   | 8%     | 7%           | 7%             | 12%w           | 7%                         | 15%nqw            | 7%                | 11%       | 12%w               | 13%nqw     | 5%             | 11%w              | 17%nqw               | 12%        | 13%         |
| Yes, but longer than six months ago | 445    | 271      | 175        | 3         | 34        | 81        | 98        | 82        | 61        | 87           | 141    | 123    | 93     | 88     | 34           | 14             | 44             | 38                         | 29                | 39                | 22        | 54                 | 66         | 59             | 37                | 10                   | 67         | 204         |
|                                     | 20%    | 25%b     | 15%        | 8%        | 12%       | 22%d      | 27%dhi    | 22%d      | 20%d      | 19%d         | 24%m   | 20%    | 19%    | 16%    | 19%          | 14%            | 18%            | 20%                        | 15%               | 24%               | 20%       | 26%or              | 24%r       | 20%            | 19%               | 16%                  | 24%        | 22%         |
| No                                  | 1529   | 675      | 854        | 33        | 191       | 227       | 227       | 271       | 221       | 360          | 373    | 425    | 326    | 405    | 136          | 74             | 173            | 138                        | 133               | 109               | 74        | 129                | 169        | 221            | 131               | 43                   | 181        | 594         |
|                                     | 69%    | 62%      | 76%a       | 88%       | 67%       | 62%       | 63%       | 71%ef     | 71%ef     | 77%def       | 64%    | 70%j   | 67%    | 75%jl  | 73%uv        | 79%uv          | 70%            | 73%uv                      | 70%               | 68%               | 69%       | 62%                | 62%        | 74%uv          | 68%               | 67%                  | 64%        | 64%         |
| Don't know                          | 14     | 7        | 6          | 1         | 5         | 3         | 2         | -         | 1         | 1            | 7      | 1      | 3      | 2      | 2            | -              | -              | -                          | -                 | 1                 | -         | 1                  | 4          | 4              | 3                 | -                    | 1          | 7           |
|                                     | 1%     | 1%       | 1%         | 4%        | 2%g       | 1%        | *         | -         | *         | *            | 1%k    | *      | 1%     | *      | 1%           | -              | -              | -                          | -                 | *                 | -         | *                  | 1%         | 1%             | 1%                | -                    | *          | 1%          |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 3

**Q.1 Can you please tell us whether you have ever made a complaint to each of the following? If yes, was this in the last six months?**

**Your bank e.g. current account, savings**

**Base: All respondents**

|                                     | Total       | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|-------------------------------------|-------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                                     |             | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base                     | 2212        | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base                       | 2212        | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| NET: Yes                            | 669<br>30%  | 122<br>56%                              | 225<br>55%     | 224<br>100%                  | 445<br>100%    | 205<br>50%                                | 250<br>46%     | 88<br>54%                            | 160<br>53%     |
| Yes, in the last six months         | 224<br>10%  | 64<br>30%b                              | 62<br>15%      | 224<br>100%d                 | -              | 98<br>24%f                                | 52<br>10%      | 44<br>27%h                           | 51<br>17%      |
| Yes, but longer than six months ago | 445<br>20%  | 57<br>27%                               | 162<br>40%a    | -                            | 445<br>100%c   | 107<br>26%                                | 198<br>36%e    | 44<br>27%                            | 110<br>36%     |
| No                                  | 1529<br>69% | 92<br>43%                               | 180<br>45%     | -                            | -              | 201<br>49%                                | 291<br>53%     | 74<br>46%                            | 137<br>45%     |
| Don't know                          | 14<br>1%    | 2<br>1%                                 | -              | -                            | -              | 4<br>1%                                   | 4<br>1%        | 1<br>1%                              | 6<br>2%        |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 4  
**Q.1 Can you please tell us whether you have ever made a complaint to each of the following? If yes, was this in the last six months?**  
**A non-food retailer e.g. department stores, electronics stores, homeware stores**  
**Base: All respondents**

|                                     | Gender      |             | Age        |           |              |              |              |              |               | Social Grade   |              |              |              | Region       |              |                  |                |                        |                   |                   |            |                    |               | Employment Sector |                |                      |            |             |
|-------------------------------------|-------------|-------------|------------|-----------|--------------|--------------|--------------|--------------|---------------|----------------|--------------|--------------|--------------|--------------|--------------|------------------|----------------|------------------------|-------------------|-------------------|------------|--------------------|---------------|-------------------|----------------|----------------------|------------|-------------|
|                                     | Total       | Male (a)    | Female (b) | 16-17 (c) | 18-24 (d)    | 25-34 (e)    | 35-44 (f)    | 45-54 (g)    | 55-64 (h)     | 65+ (i)        | AB (j)       | C1 (k)       | C2 (l)       | DE (m)       | Scotland (n) | North East (o)   | North West (p) | Yorkshire & Humber (q) | West Midlands (r) | East Midlands (s) | Wales (t)  | East of London (u) | London (v)    | South East (w)    | South West (x) | North of Ireland (y) | Public (A) | Private (B) |
| Unweighted base                     | 2212        | 1096        | 1116       | 29        | 213          | 391          | 376          | 428          | 300           | 475            | 707          | 618          | 363          | 524          | 215          | 87               | 229            | 208                    | 156               | 154               | 114        | 229                | 283           | 312               | 171            | 54                   | 304        | 985         |
| Weighted base                       | 2212        | 1082        | 1130       | 38*       | 284          | 367          | 363          | 380          | 312           | 469            | 583          | 608          | 484          | 537          | 185          | 94*              | 247            | 189                    | 191               | 161               | 107*       | 208                | 275           | 300               | 191            | 64*                  | 282        | 924         |
| NET: Yes                            | 955<br>43%  | 488<br>45%  | 467<br>41% | 15<br>41% | 143<br>50%gi | 158<br>43%i  | 181<br>50%gi | 149<br>39%   | 141<br>45%i   | 168<br>36%     | 286<br>49%km | 237<br>39%   | 246<br>51%km | 186<br>35%   | 73<br>40%    | 27<br>29%        | 91<br>37%      | 70<br>37%              | 100<br>52%nopq    | 77<br>48%o        | 49<br>46%o | 88<br>42%o         | 132<br>48%opq | 141<br>47%opq     | 81<br>43%      | 25<br>38%            | 137<br>49% | 436<br>47%  |
| Yes, in the last six months         | 410<br>19%  | 196<br>18%  | 213<br>19% | 6<br>16%  | 82<br>29%ghi | 86<br>23%ghi | 83<br>23%ghi | 58<br>15%    | 41<br>13%     | 53<br>11%      | 125<br>21%km | 96<br>16%    | 116<br>24%km | 73<br>14%    | 32<br>17%    | 10<br>11%        | 46<br>19%      | 25<br>13%              | 44<br>23%oq       | 33<br>21%         | 18<br>16%  | 34<br>16%          | 64<br>23%oq   | 61<br>20%         | 30<br>16%      | 13<br>20%            | 50<br>18%  | 224<br>24%A |
| Yes, but longer than six months ago | 545<br>25%  | 292<br>27%b | 253<br>22% | 9<br>25%  | 60<br>21%    | 72<br>20%    | 98<br>27%e   | 90<br>24%    | 100<br>32%deg | 115<br>25%     | 161<br>28%km | 141<br>23%   | 130<br>27%   | 113<br>21%   | 41<br>22%    | 17<br>18%        | 45<br>18%      | 44<br>24%              | 56<br>29%p        | 44<br>27%         | 32<br>30%p | 54<br>26%          | 68<br>25%     | 80<br>27%p        | 51<br>27%      | 12<br>18%            | 87<br>31%B | 211<br>23%  |
| No                                  | 1201<br>54% | 570<br>53%  | 631<br>56% | 22<br>59% | 130<br>46%   | 200<br>54%   | 177<br>49%   | 222<br>58%df | 159<br>51%    | 291<br>62%defh | 285<br>49%   | 360<br>59%jl | 225<br>47%   | 331<br>62%jl | 104<br>56%r  | 64<br>68%rstuvwx | 150<br>61%rsvw | 116<br>62%rsvw         | 85<br>45%         | 80<br>50%         | 54<br>51%  | 113<br>54%         | 138<br>50%    | 155<br>52%        | 102<br>54%     | 38<br>59%            | 140<br>50% | 474<br>51%  |
| Don't know                          | 56<br>3%    | 24<br>2%    | 33<br>3%   | -         | 10<br>4%     | 10<br>3%     | 5<br>1%      | 9<br>2%      | 12<br>4%      | 10<br>2%       | 12<br>2%     | 11<br>2%     | 13<br>3%     | 20<br>4%     | 7<br>4%      | 2<br>3%          | 5<br>2%        | 3<br>1%                | 5<br>3%           | 4<br>3%           | 4<br>3%    | 6<br>3%            | 5<br>2%       | 4<br>1%           | 8<br>4%        | 2<br>3%              | 4<br>2%    | 15<br>2%    |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 4

**Q.1 Can you please tell us whether you have ever made a complaint to each of the following? If yes, was this in the last six months?**

**A non-food retailer e.g. department stores, electronics stores, homeware stores**

**Base: All respondents**

|                                     | Total       | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|-------------------------------------|-------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                                     |             | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base                     | 2212        | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base                       | 2212        | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| NET: Yes                            | 955<br>43%  | 142<br>66%                              | 262<br>65%     | 151<br>67%                   | 305<br>69%     | 410<br>100%                               | 545<br>100%    | 113<br>69%                           | 208<br>69%     |
| Yes, in the last six months         | 410<br>19%  | 95<br>44%b                              | 93<br>23%      | 98<br>44%d                   | 107<br>24%     | 410<br>100%f                              | -              | 70<br>43%h                           | 86<br>28%      |
| Yes, but longer than six months ago | 545<br>25%  | 47<br>22%                               | 168<br>42%a    | 52<br>23%                    | 198<br>44%c    | -   | 545<br>100%e   | 42<br>26%                            | 122<br>40%g    |
| No                                  | 1201<br>54% | 72<br>33%                               | 127<br>31%     | 65<br>29%                    | 126<br>28%     | -   | -              | 46<br>28%                            | 88<br>29%      |
| Don't know                          | 56<br>3%    | 2<br>1%                                 | 16<br>4%a      | 8<br>4%                      | 14<br>3%       | -   | -              | 5<br>3%                              | 7<br>2%        |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 5  
**Q.1 Can you please tell us whether you have ever made a complaint to each of the following? If yes, was this in the last six months?**  
**A rail company**  
**Base: All respondents**

|                                     | Gender      |                 | Age             |           |                       |                  |                 |                   |                 | Social Grade           |                   |                 |                 |                   | Region          |                |                 |                            |                   |                   |                |                 |                                 |                 | Employment Sector |                         |            |              |
|-------------------------------------|-------------|-----------------|-----------------|-----------|-----------------------|------------------|-----------------|-------------------|-----------------|------------------------|-------------------|-----------------|-----------------|-------------------|-----------------|----------------|-----------------|----------------------------|-------------------|-------------------|----------------|-----------------|---------------------------------|-----------------|-------------------|-------------------------|------------|--------------|
|                                     | Total       | Male (a)        | Female (b)      | 16-17 (c) | 18-24 (d)             | 25-34 (e)        | 35-44 (f)       | 45-54 (g)         | 55-64 (h)       | 65+ (i)                | AB (j)            | C1 (k)          | C2 (l)          | DE (m)            | Scotland (n)    | North East (o) | North West (p)  | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t)      | East-ern (u)    | London (v)                      | South East (w)  | South West (x)    | North-ern Ire-land (y)  | Public (A) | Pri-vate (B) |
| Unweighted base                     | 2212        | 1096            | 1116            | 29        | 213                   | 391              | 376             | 428               | 300             | 475                    | 707               | 618             | 363             | 524               | 215             | 87             | 229             | 208                        | 156               | 154               | 114            | 229             | 283                             | 312             | 171               | 54                      | 304        | 985          |
| Weighted base                       | 2212        | 1082            | 1130            | 38*       | 284                   | 367              | 363             | 380               | 312             | 469                    | 583               | 608             | 484             | 537               | 185             | 94*            | 247             | 189                        | 191               | 161               | 107*           | 208             | 275                             | 300             | 191               | 64*                     | 282        | 924          |
| NET: Yes                            | 466<br>21%  | 262<br>24%b     | 204<br>18%      | 8<br>20%  | 94<br>33%<br>fgh<br>i | 97<br>26%<br>gi  | 82<br>23%<br>gi | 58<br>15%         | 66<br>21%<br>i  | 60<br>13%              | 169<br>29%<br>klm | 126<br>21%<br>m | 98<br>20%<br>m  | 74<br>14%         | 34<br>19%<br>y  | 19<br>20%<br>y | 53<br>22%<br>y  | 42<br>22%<br>y             | 36<br>19%<br>y    | 31<br>19%<br>y    | 17<br>16%      | 41<br>20%<br>y  | 86<br>31%<br>npq<br>rstuvw<br>y | 60<br>20%<br>y  | 43<br>22%<br>y    | 4<br>6%                 | 74<br>26%  | 232<br>25%   |
| Yes, in the last six months         | 163<br>7%   | 88<br>8%        | 76<br>7%        | 4<br>10%  | 49<br>17%<br>fgh<br>i | 41<br>11%<br>ghi | 28<br>8%<br>gi  | 11<br>3%          | 16<br>5%        | 15<br>3%               | 72<br>12%<br>klm  | 39<br>6%<br>m   | 38<br>8%<br>m   | 15<br>3%          | 10<br>5%        | 6<br>6%        | 23<br>9%<br>uy  | 11<br>6%                   | 17<br>9%<br>y     | 13<br>8%<br>y     | 3<br>3%        | 8<br>4%         | 32<br>12%<br>nqtu<br>y          | 25<br>8%<br>y   | 15<br>8%          | -                       | 24<br>8%   | 95<br>10%    |
| Yes, but longer than six months ago | 303<br>14%  | 175<br>16%<br>b | 128<br>11%      | 4<br>11%  | 45<br>16%<br>i        | 57<br>15%<br>i   | 54<br>15%<br>i  | 47<br>12%         | 50<br>16%<br>i  | 46<br>10%              | 97<br>17%<br>m    | 87<br>14%       | 60<br>12%       | 59<br>11%         | 25<br>13%       | 13<br>14%      | 30<br>12%       | 31<br>16%                  | 19<br>10%         | 18<br>11%         | 14<br>13%      | 33<br>16%       | 54<br>20%<br>pr<br>swy          | 36<br>12%       | 28<br>14%         | 4<br>6%                 | 51<br>18%  | 138<br>15%   |
| No                                  | 1725<br>78% | 810<br>75%      | 915<br>81%<br>a | 29<br>77% | 182<br>64%            | 266<br>72%       | 278<br>77%<br>d | 317<br>83%<br>def | 245<br>79%<br>d | 408<br>87%<br>def<br>h | 410<br>70%        | 479<br>79%<br>j | 378<br>78%<br>j | 458<br>85%<br>jkl | 148<br>80%<br>v | 73<br>77%      | 194<br>78%<br>v | 145<br>77%                 | 153<br>80%<br>v   | 127<br>79%<br>v   | 89<br>83%<br>v | 167<br>80%<br>v | 187<br>68%                      | 239<br>80%<br>v | 146<br>77%        | 59<br>92%<br>opq<br>svx | 205<br>73% | 684<br>74%   |
| Don't know                          | 20<br>1%    | 9<br>1%         | 11<br>1%        | 1<br>3%   | 7<br>3%<br>hi         | 4<br>1%<br>i     | 3<br>1%         | 5<br>1%<br>i      | -               | -                      | 5<br>1%           | 3<br>*          | 8<br>2%         | 5<br>1%           | 2<br>1%         | 3<br>3%<br>pu  | -               | 3<br>1%                    | 2<br>1%           | 4<br>2%<br>pu     | 1<br>1%        | -               | 2<br>1%                         | 1<br>*          | 2<br>1%           | 1<br>2%                 | 2<br>1%    | 7<br>1%      |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base





**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 5  
**Q.1 Can you please tell us whether you have ever made a complaint to each of the following? If yes, was this in the last six months?**  
**A rail company**  
**Base: All respondents**

|                                     | Total       | Q.1 Made a complaint to Energy provider |                         | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                         | Q.1 Made a complaint to Rail company |                          |
|-------------------------------------|-------------|---|-------------------------|------------------------------|----------------|---|-------------------------|--------------------------------------|--------------------------|
|                                     |             | Last 6 months (a)                       | Longer ago (b)          | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f)          | Last 6 months (g)                    | Longer ago (h)           |
| Unweighted base                     | 2212        | 223                                     | 416                     | 210                          | 458            | 395                                       | 551                     | 172                                  | 314                      |
| Weighted base                       | 2212        | 216                                     | 405                     | 224                          | 445            | 410                                       | 545                     | 163                                  | 303                      |
| NET: Yes                            | 466<br>21%  | 101<br>47% <sup>b</sup>                 | 121<br>30%              | 95<br>42%                    | 154<br>34%     | 156<br>38% <sup>f</sup>                   | 164<br>30%              | 163<br>100%                          | 303<br>100%              |
| Yes, in the last six months         | 163<br>7%   | 47<br>22% <sup>b</sup>                  | 39<br>10%               | 44<br>20% <sup>d</sup>       | 44<br>10%      | 70<br>17% <sup>f</sup>                    | 42<br>8%                | 163<br>100% <sup>h</sup>             | -                        |
| Yes, but longer than six months ago | 303<br>14%  | 55<br>25%                               | 82<br>20%               | 51<br>23%                    | 110<br>25%     | 86<br>21%                                 | 122<br>22%              | -                                    | 303<br>100% <sup>g</sup> |
| No                                  | 1725<br>78% | 111<br>51%                              | 284<br>70% <sup>a</sup> | 125<br>56%                   | 283<br>64%     | 247<br>60%                                | 378<br>69% <sup>e</sup> | -                                    | -                        |
| Don't know                          | 20<br>1%    | 4<br>2% <sup>b</sup>                    | *<br>*                  | 4<br>2%                      | 8<br>2%        | 7<br>2%                                   | 3<br>1%                 | -                                    | -                        |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 6

**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**

**Summary Table****Base: All respondents who have made a complaint**

|                            | Services   |   |   |  |
|----------------------------|--|---|---|--|
|                            | The service you received from your energy provider's customer services with regard to the complaint that you had | The service you received from your bank's customer services with regard to the complaint that you had | The service you received from the non-food retailer's customer services with regard to the complaint that you had | The service you received from the rail company's customer services with regard to the complaint that you had |
| Unweighted base            | 639  | 668   | 946   | 486  |
| Weighted base              | 621  | 669   | 955   | 466  |
| 10 - Extremely satisfied   | 42<br>7%   | 82<br>12%   | 123<br>13%  | 44<br>9%   |
| 9                          | 58<br>9%   | 78<br>12%   | 108<br>11%  | 27<br>6%   |
| 8                          | 95<br>15%  | 144<br>22%  | 191<br>20%  | 56<br>12%  |
| 7                          | 99<br>16%  | 97<br>14%   | 180<br>19%  | 78<br>17%  |
| 6                          | 61<br>10%  | 90<br>13%   | 98<br>10%   | 62<br>13%  |
| 5                          | 74<br>12%  | 65<br>10%   | 78<br>8%  | 59<br>13%  |
| 4                          | 44<br>7%   | 31<br>5%  | 47<br>5%  | 32<br>7%   |
| 3                          | 43<br>7%   | 21<br>3%  | 43<br>5%  | 37<br>8%   |
| 2                          | 30<br>5%   | 20<br>3%  | 35<br>4%  | 17<br>4%   |
| 1 - Extremely dissatisfied | 76<br>12%  | 43<br>6%  | 51<br>5%  | 53<br>11%  |
| Mean                       | 5.74   | 6.69  | 6.72  | 5.73   |
| Standard deviation         | 2.74   | 2.48  | 2.48  | 2.68   |
| Standard error             | 0.11   | 0.10  | 0.08  | 0.12   |

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 6

**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**

**Summary Table****Base: All respondents who have made a complaint**

|               | Services   |   |   |  |
|---------------|--|---|---|--|
|               | The service you received from your energy provider's customer services with regard to the complaint that you had | The service you received from your bank's customer services with regard to the complaint that you had | The service you received from the non-food retailer's customer services with regard to the complaint that you had | The service you received from the rail company's customer services with regard to the complaint that you had |
| Weighted base | 621  | 669   | 955   | 466  |
| NET: 8-10     | 195<br>31%   | 303<br>45%  | 422<br>44%  | 127<br>27%   |
| NET: 4-7      | 277<br>45%   | 282<br>42%  | 404<br>42%  | 232<br>50%   |
| NET: 1-3      | 149<br>24%   | 83<br>12%   | 129<br>14%  | 108<br>23%   |

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 7  
**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**  
**The service you received from your energy provider's customer services with regard to the complaint that you had**  
**Base: All respondents who have made a complaint**

|                            | Gender    |           |                | Age       |                 |           |                |                 |                 |                 | Social Grade   |                |                  |           | Region           |                |                 |                            |                   |                   |           |                   |                |                | Employment Sector |                        |            |             |
|----------------------------|-----------|-----------|----------------|-----------|-----------------|-----------|----------------|-----------------|-----------------|-----------------|----------------|----------------|------------------|-----------|------------------|----------------|-----------------|----------------------------|-------------------|-------------------|-----------|-------------------|----------------|----------------|-------------------|------------------------|------------|-------------|
|                            | Total     | Male (a)  | Female (b)     | 16-17 (c) | 18-24 (d)       | 25-34 (e) | 35-44 (f)      | 45-54 (g)       | 55-64 (h)       | 65+ (i)         | AB (j)         | C1 (k)         | C2 (l)           | DE (m)    | Scotland (n)     | North East (o) | North West (p)  | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u)      | London (v)     | South East (w) | South West (x)    | North-ern Ire-land (y) | Public (A) | Private (B) |
| Unweighted base            | 639       | 364       | 275            | 3         | 37              | 118       | 131            | 131             | 99              | 120             | 239            | 164            | 102              | 134       | 61               | 22             | 56              | 51                         | 51                | 53                | 29        | 77                | 103            | 90             | 38                | 8                      | 107        | 314         |
| Weighted base              | 621       | 360       | 261            | 3*        | 50*             | 104*      | 124            | 118             | 103*            | 119*            | 192            | 156            | 140*             | 133       | 54*              | 20**           | 59*             | 41*                        | 58*               | 59*               | 26**      | 67*               | 97*            | 89*            | 41**              | 11**                   | 102*       | 292         |
| 10 - Extremely satisfied   | 42<br>7%  | 18<br>5%  | 24<br>9%       | 1<br>36%  | 8<br>17%<br>fgh | 10<br>10% | 4<br>3%        | 4<br>3%         | 4<br>4%         | 10<br>9%        | 13<br>7%       | 13<br>8%       | 11<br>8%         | 5<br>4%   | 4<br>7%          | 1<br>5%        | 5<br>8%         | 1<br>1%                    | 3<br>5%           | 7<br>11%          | 2<br>9%   | 5<br>8%           | 4<br>5%        | 5<br>5%        | 5<br>13%          | -                      | 9<br>8%    | 18<br>6%    |
| 9                          | 58<br>9%  | 39<br>11% | 19<br>7%       | *<br>12%  | 2<br>4%         | 5<br>5%   | 13<br>11%      | 8<br>7%         | 18<br>18%<br>eg | 10<br>8%        | 9<br>5%        | 13<br>8%       | 26<br>18%<br>jkm | 10<br>7%  | 7<br>13%         | 1<br>5%        | 4<br>6%         | 4<br>10%                   | 7<br>12%          | 7<br>12%          | 4<br>14%  | 5<br>7%           | 5<br>5%        | 10<br>11%      | 2<br>4%           | 3<br>24%               | 9<br>8%    | 28<br>9%    |
| 8                          | 95<br>15% | 54<br>15% | 42<br>16%      | -<br>-    | 9<br>19%        | 8<br>8%   | 21<br>17%<br>e | 18<br>15%       | 10<br>10%       | 29<br>25%<br>eh | 36<br>19%      | 20<br>13%      | 21<br>15%        | 18<br>13% | 6<br>11%         | 4<br>18%       | 15<br>26%<br>uv | 6<br>14%                   | 10<br>16%         | 12<br>20%         | 4<br>17%  | 5<br>7%           | 9<br>10%       | 15<br>16%      | 9<br>22%          | 2<br>16%               | 17<br>16%  | 39<br>13%   |
| 7                          | 99<br>16% | 51<br>14% | 47<br>18%      | -<br>-    | 12<br>24%       | 20<br>20% | 25<br>20%      | 12<br>10%       | 15<br>15%       | 14<br>12%       | 33<br>17%      | 26<br>17%      | 20<br>14%        | 19<br>15% | 4<br>7%          | 2<br>10%       | 8<br>14%        | 10<br>25%<br>n             | 17<br>29%<br>nw   | 8<br>13%          | 5<br>18%  | 9<br>13%          | 23<br>24%<br>n | 11<br>12%      | 2<br>4%           | 1<br>12%               | 15<br>15%  | 51<br>18%   |
| 6                          | 61<br>10% | 37<br>10% | 24<br>9%       | 2<br>52%  | 5<br>11%        | 16<br>15% | 10<br>8%       | 10<br>8%        | 9<br>9%         | 8<br>7%         | 27<br>14%<br>k | 9<br>6%        | 11<br>8%         | 13<br>10% | 6<br>11%         | 1<br>4%        | 8<br>14%        | 3<br>8%                    | 3<br>6%           | 2<br>4%           | 2<br>9%   | 6<br>9%           | 11<br>12%      | 12<br>13%      | 3<br>7%           | 2<br>22%               | 13<br>12%  | 25<br>8%    |
| 5                          | 74<br>12% | 50<br>14% | 24<br>9%       | -<br>-    | 4<br>8%         | 11<br>11% | 18<br>14%      | 19<br>16%       | 10<br>10%       | 13<br>11%       | 23<br>12%      | 22<br>14%      | 12<br>8%         | 17<br>13% | 4<br>8%          | 1<br>5%        | 7<br>12%        | 7<br>18%                   | 5<br>8%           | 8<br>13%          | 4<br>17%  | 6<br>9%           | 14<br>14%      | 12<br>13%      | 5<br>13%          | 1<br>9%                | 15<br>14%  | 36<br>13%   |
| 4                          | 44<br>7%  | 25<br>7%  | 18<br>7%       | -<br>-    | 3<br>6%         | 8<br>8%   | 7<br>5%        | 7<br>6%         | 8<br>8%         | 11<br>9%        | 10<br>5%       | 18<br>11%<br>j | 7<br>5%          | 9<br>7%   | 2<br>4%          | 4<br>19%       | 2<br>3%         | 2<br>5%                    | 2<br>4%           | 3<br>5%           | 1<br>5%   | 9<br>14%<br>p     | 5<br>5%        | 6<br>7%        | 5<br>12%          | 2<br>18%               | 8<br>7%    | 19<br>7%    |
| 3                          | 43<br>7%  | 16<br>4%  | 27<br>10%<br>a | -<br>-    | 3<br>6%         | 8<br>8%   | 6<br>5%        | 12<br>10%       | 7<br>7%         | 6<br>5%         | 9<br>5%        | 12<br>7%       | 11<br>8%         | 11<br>8%  | 3<br>5%          | 3<br>15%       | 4<br>7%         | 2<br>4%                    | 3<br>5%           | 4<br>7%           | 1<br>3%   | 5<br>8%           | 5<br>5%        | 8<br>9%        | 6<br>14%          | -                      | 6<br>6%    | 21<br>7%    |
| 2                          | 30<br>5%  | 18<br>5%  | 12<br>5%       | -<br>-    | 1<br>2%         | 6<br>6%   | 7<br>6%        | 5<br>4%         | 5<br>5%         | 6<br>5%         | 9<br>5%        | 6<br>4%        | 6<br>4%          | 8<br>6%   | 13%<br>pv        | -              | 1<br>2%         | 4<br>9%                    | 2<br>4%           | 3<br>4%           | 1<br>3%   | 3<br>4%           | 4<br>4%        | 5<br>5%        | 1<br>2%           | -                      | 3<br>3%    | 17<br>6%    |
| 1 - Extremely dissatisfied | 76<br>12% | 52<br>14% | 24<br>9%       | -<br>-    | 2<br>4%         | 12<br>11% | 13<br>10%      | 23<br>19%<br>di | 16<br>15%       | 11<br>9%        | 22<br>12%      | 17<br>11%      | 14<br>10%        | 23<br>17% | 11<br>20%<br>pqw | 4<br>20%       | 4<br>6%         | 2<br>6%                    | 7<br>12%          | 6<br>10%          | 1<br>3%   | 14<br>21%<br>ppqw | 17<br>18%      | 7<br>7%        | 4<br>9%           | -                      | 9<br>9%    | 37<br>13%   |
| Mean                       | 5.74      | 5.63      | 5.89           | 7.80      | 6.79<br>eg<br>h | 5.61      | 5.86<br>g      | 5.02            | 5.59            | 6.07<br>g       | 5.81           | 5.71           | 6.21<br>m        | 5.18      | 5.10             | 4.97           | 5.87            | 6.08                       | 6.23<br>u         | 6.62              | 5.01      | 5.32              | 5.91           | 5.78           | 6.70              | 6.02                   | 5.63       |             |
| Standard deviation         | 2.74      | 2.77      | 2.70           | 2.25      | 2.38            | 2.68      | 2.59           | 2.80            | 2.89            | 2.73            | 2.62           | 2.70           | 2.82             | 2.79      | 3.19             | 2.91           | 2.44            | 2.37                       | 2.68              | 2.85              | 2.35      | 2.94              | 2.69           | 2.56           | 2.82              | 1.88                   | 2.57       | 2.76        |

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 7  
**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**  
**The service you received from your energy provider's customer services with regard to the complaint that you had**  
**Base: All respondents who have made a complaint**

|                | Gender     |            | Age        |           |           |                        |           |                          |           |                         | Social Grade           |           |                        |           | Region                   |                |                         |                              |                   |                         |           |                        |                         |                        | Employment Sector |                        |            |             |
|----------------|------------|------------|------------|-----------|-----------|------------------------|-----------|--------------------------|-----------|-------------------------|------------------------|-----------|------------------------|-----------|--------------------------|----------------|-------------------------|------------------------------|-------------------|-------------------------|-----------|------------------------|-------------------------|------------------------|-------------------|------------------------|------------|-------------|
|                | Total      | Male (a)   | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e)              | 35-44 (f) | 45-54 (g)                | 55-64 (h) | 65+ (i)                 | AB (j)                 | C1 (k)    | C2 (l)                 | DE (m)    | Scotland (n)             | North East (o) | North West (p)          | York-shire & Humber-side (q) | West Midlands (r) | East Midlands (s)       | Wales (t) | East-ern (u)           | London (v)              | South East (w)         | South West (x)    | North-ern Ire-land (y) | Public (A) | Private (B) |
| Weighted base  | 621        | 360        | 261        | 3*        | 50*       | 104*                   | 124       | 118                      | 103*      | 119*                    | 192                    | 156       | 140*                   | 133       | 54*                      | 20**           | 59*                     | 41*                          | 58*               | 59*                     | 26**      | 67*                    | 97*                     | 89*                    | 41**              | 11**                   | 102*       | 292         |
| Standard error | 0.11       | 0.14       | 0.16       | 1.30      | 0.39      | 0.25                   | 0.23      | 0.24                     | 0.29      | 0.25                    | 0.17                   | 0.21      | 0.28                   | 0.24      | 0.41                     | 0.62           | 0.33                    | 0.33                         | 0.38              | 0.39                    | 0.44      | 0.34                   | 0.27                    | 0.27                   | 0.46              | 0.66                   | 0.25       | 0.16        |
| NET: 8-10      | 195<br>31% | 111<br>31% | 84<br>32%  | 2<br>48%  | 20<br>40% | 23<br>22%              | 39<br>31% | 30<br>25%                | 32<br>31% | 49<br>41% <sup>eg</sup> | 58<br>30%              | 46<br>29% | 58<br>42% <sup>m</sup> | 33<br>25% | 17<br>31%                | 6<br>28%       | 24<br>41% <sup>uv</sup> | 11<br>26%                    | 19<br>33%         | 26<br>44% <sup>uv</sup> | 10<br>40% | 15<br>22%              | 18<br>19%               | 29<br>33% <sup>v</sup> | 16<br>39%         | 4<br>40%               | 34<br>33%  | 85<br>29%   |
| NET: 4-7       | 277<br>45% | 163<br>45% | 114<br>44% | 2<br>52%  | 24<br>48% | 55<br>53% <sup>i</sup> | 60<br>48% | 48<br>41%                | 42<br>41% | 46<br>38%               | 93<br>49% <sup>i</sup> | 76<br>48% | 50<br>36%              | 58<br>44% | 16<br>30%                | 8<br>37%       | 25<br>43%               | 23<br>56% <sup>n</sup>       | 27<br>46%         | 20<br>35%               | 13<br>50% | 30<br>45%              | 53<br>55% <sup>ns</sup> | 41<br>46%              | 15<br>36%         | 7<br>60%               | 50<br>49%  | 132<br>45%  |
| NET: 1-3       | 149<br>24% | 86<br>24%  | 63<br>24%  | -         | 6<br>11%  | 25<br>24%              | 26<br>21% | 40<br>34% <sup>dfi</sup> | 28<br>27% | 24<br>20%               | 41<br>21%              | 35<br>22% | 32<br>23%              | 42<br>31% | 21<br>39% <sup>pqw</sup> | 7<br>34%       | 9<br>16%                | 8<br>18%                     | 12<br>21%         | 13<br>22%               | 3<br>10%  | 22<br>33% <sup>p</sup> | 26<br>27%               | 19<br>21%              | 10<br>25%         | -                      | 18<br>18%  | 75<br>26%   |

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 7

**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**

**The service you received from your energy provider's customer services with regard to the complaint that you had**

**Base: All respondents who have made a complaint**

|                            | Total     | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                       | Q.1 Made a complaint to Rail company |                |
|----------------------------|-----------|---|----------------|------------------------------|----------------|---|-----------------------|--------------------------------------|----------------|
|                            |           | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f)        | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base            | 639       | 223                                     | 416            | 122                          | 233            | 178                                       | 234                   | 88                                   | 146            |
| Weighted base              | 621       | 216                                     | 405            | 127*                         | 220            | 188                                       | 216                   | 86*                                  | 136            |
| 10 - Extremely satisfied   | 42<br>7%  | 25<br>11%b                              | 17<br>4%       | 12<br>9%                     | 10<br>5%       | 14<br>8%                                  | 12<br>6%              | 9<br>11%                             | 7<br>5%        |
| 9                          | 58<br>9%  | 24<br>11%                               | 34<br>8%       | 9<br>7%                      | 26<br>12%      | 22<br>12%                                 | 17<br>8%              | 5<br>5%                              | 11<br>8%       |
| 8                          | 95<br>15% | 28<br>13%                               | 67<br>17%      | 20<br>15%                    | 36<br>17%      | 33<br>17%                                 | 35<br>16%             | 11<br>12%                            | 20<br>15%      |
| 7                          | 99<br>16% | 34<br>16%                               | 65<br>16%      | 21<br>17%                    | 33<br>15%      | 34<br>18%                                 | 37<br>17%             | 17<br>20%                            | 22<br>16%      |
| 6                          | 61<br>10% | 16<br>8%                                | 44<br>11%      | 12<br>10%                    | 22<br>10%      | 19<br>10%                                 | 25<br>12%             | 10<br>12%                            | 8<br>6%        |
| 5                          | 74<br>12% | 18<br>8%                                | 56<br>14%      | 12<br>10%                    | 25<br>11%      | 26<br>14%                                 | 24<br>11%             | 14<br>16%                            | 17<br>13%      |
| 4                          | 44<br>7%  | 16<br>8%                                | 27<br>7%       | 16<br>13% <sup>d</sup>       | 12<br>5%       | 13<br>7%                                  | 10<br>5%              | 2<br>2%                              | 11<br>8%       |
| 3                          | 43<br>7%  | 16<br>7%                                | 27<br>7%       | 7<br>5%                      | 18<br>8%       | 11<br>6%                                  | 15<br>7%              | 7<br>8%                              | 7<br>5%        |
| 2                          | 30<br>5%  | 9<br>4%                                 | 21<br>5%       | 2<br>2%                      | 13<br>6%       | 2<br>1%                                   | 18<br>8% <sup>e</sup> | 2<br>2%                              | 9<br>7%        |
| 1 - Extremely dissatisfied | 76<br>12% | 31<br>14%                               | 45<br>11%      | 16<br>13%                    | 25<br>11%      | 15<br>8%                                  | 22<br>10%             | 9<br>11%                             | 24<br>17%      |
| Mean                       | 5.74      | 5.87                                    | 5.67           | 5.86                         | 5.75           | 6.28 <sup>f</sup>                         | 5.71                  | 5.93                                 | 5.32           |
| Standard deviation         | 2.74      | 2.96                                    | 2.61           | 2.73                         | 2.73           | 2.49                                      | 2.68                  | 2.66                                 | 2.87           |
| Standard error             | 0.11      | 0.20                                    | 0.13           | 0.25                         | 0.18           | 0.19                                      | 0.17                  | 0.28                                 | 0.24           |

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h  
\* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 7

**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**

**The service you received from your energy provider's customer services with regard to the complaint that you had**

**Base: All respondents who have made a complaint**

|               | Total      | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|---------------|------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|               |            | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Weighted base | 621        | 216                                     | 405            | 127*                         | 220            | 188                                       | 216            | 86*                                  | 136            |
| NET: 8-10     | 195<br>31% | 76<br>35%                               | 119<br>29%     | 40<br>32%                    | 73<br>33%      | 69<br>37%                                 | 64<br>30%      | 24<br>28%                            | 38<br>28%      |
| NET: 4-7      | 277<br>45% | 84<br>39%                               | 193<br>48%     | 62<br>49%                    | 91<br>41%      | 91<br>48%                                 | 97<br>45%      | 43<br>50%                            | 58<br>43%      |
| NET: 1-3      | 149<br>24% | 56<br>26%                               | 94<br>23%      | 25<br>19%                    | 56<br>26%      | 29<br>15%                                 | 55<br>25%e     | 19<br>22%                            | 40<br>29%      |

**Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h**

**\* small base**

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 8

**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**

**The service you received from your bank's customer services with regard to the complaint that you had**

**Base: All respondents who have made a complaint**

|                            | Gender     |           | Age        |           |              |            |            |           |            |               | Social Grade |           |            |            | Region       |                |                |                            |                   |                   |           |                    |              |                | Employment Sector |                |            |             |
|----------------------------|------------|-----------|------------|-----------|--------------|------------|------------|-----------|------------|---------------|--------------|-----------|------------|------------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------------|--------------|----------------|-------------------|----------------|------------|-------------|
|                            | Total      | Male (a)  | Female (b) | 16-17 (c) | 18-24 (d)    | 25-34 (e)  | 35-44 (f)  | 45-54 (g) | 55-64 (h)  | 65+ (i)       | AB (j)       | C1 (k)    | C2 (l)     | DE (m)     | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East of London (u) | London (v)   | South East (w) | South West (x)    | North-east (y) | Public (A) | Private (B) |
| Unweighted base            | 668        | 396       | 272        | 3         | 61           | 141        | 137        | 122       | 85         | 119           | 248          | 180       | 110        | 130        | 56           | 22             | 71             | 59                         | 45                | 46                | 33        | 84                 | 107          | 75             | 53                | 17             | 97         | 329         |
| Weighted base              | 669        | 399       | 270        | 3*        | 87*          | 137        | 134        | 110       | 90*        | 107           | 203          | 182       | 155*       | 129        | 47*          | 20**           | 74*            | 51*                        | 58*               | 51*               | 33**      | 79*                | 102*         | 75*            | 58*               | 21**           | 100*       | 324         |
| 10 - Extremely satisfied   | 82<br>12%  | 47<br>12% | 34<br>13%  | 1<br>41%  | 13<br>15%    | 12<br>9%   | 11<br>9%   | 18<br>17% | 10<br>11%  | 15<br>14%     | 18<br>9%     | 26<br>14% | 25<br>16%  | 13<br>10%  | 10<br>21%qv  | 2<br>9%        | 12<br>17%      | 4<br>7%                    | 4<br>7%           | 7<br>14%          | 4<br>11%  | 13<br>16%          | 10<br>9%     | 8<br>10%       | 7<br>12%          | 2<br>10%       | 13<br>14%  | 29<br>9%    |
| 9                          | 78<br>12%  | 50<br>13% | 27<br>10%  | -<br>-    | 7<br>9%      | 9<br>7%    | 13<br>10%  | 13<br>12% | 10<br>11%  | 24<br>23%defg | 23<br>11%k   | 9<br>5%   | 25<br>16%k | 21<br>16%k | 5<br>11%     | 2<br>10%       | 8<br>11%       | 5<br>11%                   | 10<br>17%w        | 8<br>16%w         | 6<br>17%  | 8<br>10%           | 13<br>13%w   | 3<br>3%        | 9<br>15%w         | 1<br>6%        | 12<br>12%  | 25<br>8%    |
| 8                          | 144<br>22% | 86<br>22% | 59<br>22%  | 1<br>27%  | 15<br>17%    | 36<br>26%i | 30<br>23%  | 22<br>20% | 27<br>30%i | 14<br>13%     | 43<br>21%    | 45<br>25% | 34<br>22%  | 23<br>18%  | 7<br>16%     | 2<br>10%       | 16<br>22%      | 9<br>17%                   | 12<br>21%         | 3<br>7%           | 6<br>18%  | 22<br>27%sv        | 16<br>16%    | 23<br>31%sv    | 15<br>26%sv       | 13<br>61%      | 24<br>24%  | 81<br>25%   |
| 7                          | 97<br>14%  | 55<br>14% | 41<br>15%  | 1<br>32%  | 12<br>13%    | 24<br>18%  | 25<br>19%g | 10<br>9%  | 8<br>8%    | 17<br>16%     | 37<br>18%    | 29<br>16% | 16<br>10%  | 15<br>11%  | 5<br>32%     | 7<br>14%       | 10<br>14%      | 4<br>7%                    | 11<br>19%         | 10<br>19%         | 1<br>3%   | 8<br>10%           | 24<br>24%qux | 12<br>16%      | 4<br>7%           | 1<br>5%        | 12<br>12%  | 50<br>16%   |
| 6                          | 90<br>13%  | 55<br>14% | 35<br>13%  | -<br>-    | 22<br>25%fhi | 21<br>16%  | 15<br>11%  | 14<br>13% | 6<br>7%    | 11<br>11%     | 32<br>16%    | 24<br>13% | 18<br>11%  | 16<br>12%  | 6<br>14%     | 1<br>4%        | 11<br>15%      | 7<br>14%                   | 7<br>12%          | 6<br>13%          | 9<br>28%  | 7<br>9%            | 17<br>17%    | 10<br>13%      | 8<br>14%          | -<br>-         | 14<br>14%  | 44<br>14%   |
| 5                          | 65<br>10%  | 42<br>11% | 23<br>8%   | -<br>-    | 8<br>9%      | 10<br>7%   | 14<br>10%  | 13<br>12% | 11<br>12%  | 10<br>9%      | 15<br>7%     | 22<br>12% | 19<br>12%  | 9<br>7%    | 2<br>28%     | 6<br>5%        | 4<br>22%npv    | 11<br>13%                  | 7<br>13%          | 6<br>12%          | 2<br>7%   | 8<br>11%           | 7<br>7%      | 7<br>9%        | 4<br>8%           | -<br>-         | 12<br>12%  | 36<br>11%   |
| 4                          | 31<br>5%   | 21<br>5%  | 10<br>4%   | -<br>-    | 5<br>5%      | 7<br>5%    | 8<br>6%    | 6<br>6%   | 2<br>2%    | 3<br>3%       | 13<br>6%i    | 7<br>4%   | 2<br>1%    | 10<br>8%i  | 6<br>12%px   | -<br>-         | -<br>-         | 2<br>5%                    | 3<br>4%           | 3<br>5%           | -<br>-    | 4<br>5%            | 7<br>7%p     | 6<br>7%p       | 1<br>2%           | -<br>-         | 2<br>2%    | 19<br>6%    |
| 3                          | 21<br>3%   | 10<br>3%  | 10<br>4%   | -<br>-    | 1<br>1%      | 4<br>3%    | 7<br>5%    | 2<br>2%   | 4<br>4%    | 3<br>3%       | 6<br>3%      | 5<br>3%   | 2<br>2%    | 7<br>5%    | 2<br>3%      | 1<br>-%        | 9<br>12%ruvw   | 3<br>7%u                   | -<br>-            | 1<br>2%           | 1<br>3%   | -<br>-             | 1<br>1%      | 2<br>2%        | 1<br>2%           | 1<br>4%        | 1<br>1%    | 11<br>3%    |
| 2                          | 20<br>3%   | 11<br>3%  | 9<br>3%    | -<br>-    | 4<br>5%      | 3<br>2%    | 2<br>1%    | 4<br>4%   | 2<br>3%    | 4<br>4%       | 7<br>4%      | 3<br>2%   | 3<br>2%    | 6<br>5%    | 3<br>7%      | -<br>-         | 1<br>6%        | 3<br>1%                    | 1<br>1%           | 1<br>2%           | 1<br>2%   | 2<br>3%            | 3<br>3%      | 2<br>2%        | 3<br>5%           | 1<br>6%        | 1<br>1%    | 11<br>3%    |
| 1 - Extremely dissatisfied | 43<br>6%   | 22<br>5%  | 21<br>8%   | -<br>-    | 1<br>1%      | 10<br>7%   | 9<br>7%    | 7<br>6%   | 10<br>11%d | 6<br>5%       | 10<br>5%     | 12<br>7%  | 11<br>7%   | 9<br>7%    | 1<br>2%      | 1<br>3%        | 3<br>4%        | 2<br>5%                    | 4<br>7%           | 5<br>10%          | 3<br>10%  | 7<br>9%            | 3<br>3%      | 5<br>7%        | 5<br>9%           | 2<br>9%        | 8<br>8%    | 16<br>5%    |
| Mean                       | 6.69       | 6.75      | 6.60       | 8.49      | 6.84         | 6.57       | 6.51       | 6.77      | 6.51       | 6.98          | 6.59         | 6.69      | 7.05       | 6.42       | 6.87         | 6.68           | 6.91           | 6.03                       | 6.76              | 6.51              | 6.63      | 6.81               | 6.78         | 6.56           | 6.70              | 7.06           | 6.85       | 6.54        |
| Standard deviation         | 2.48       | 2.41      | 2.59       | 1.60      | 2.18         | 2.38       | 2.42       | 2.61      | 2.79       | 2.54          | 2.36         | 2.41      | 2.52       | 2.70       | 2.62         | 2.05           | 2.48           | 2.47                       | 2.33              | 2.73              | 2.64      | 2.67               | 2.17         | 2.39           | 2.73              | 2.72           | 2.49       | 2.34        |



## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 8  
**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**  
**The service you received from your bank's customer services with regard to the complaint that you had**  
**Base: All respondents who have made a complaint**

|                | Gender     |            | Age        |           |            |            |            |           |           |           | Social Grade |           |            |           | Region       |                |                |                            |                   |                   |           |              |              |                |                | Employment Sector      |            |             |
|----------------|------------|------------|------------|-----------|------------|------------|------------|-----------|-----------|-----------|--------------|-----------|------------|-----------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------|--------------|----------------|----------------|------------------------|------------|-------------|
|                | Total      | Male (a)   | Female (b) | 16-17 (c) | 18-24 (d)  | 25-34 (e)  | 35-44 (f)  | 45-54 (g) | 55-64 (h) | 65+ (i)   | AB (j)       | C1 (k)    | C2 (l)     | DE (m)    | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u) | London (v)   | South East (w) | South West (x) | North-ern Ire-land (y) | Public (A) | Private (B) |
| Weighted base  | 669        | 399        | 270        | 3*        | 87*        | 137        | 134        | 110       | 90*       | 107       | 203          | 182       | 155*       | 129       | 47*          | 20**           | 74*            | 51*                        | 58*               | 51*               | 33**      | 79*          | 102*         | 75*            | 58*            | 21**                   | 100*       | 324         |
| Standard error | 0.10       | 0.12       | 0.16       | 0.92      | 0.28       | 0.20       | 0.21       | 0.24      | 0.30      | 0.23      | 0.15         | 0.18      | 0.24       | 0.24      | 0.35         | 0.44           | 0.29           | 0.32                       | 0.35              | 0.40              | 0.46      | 0.29         | 0.21         | 0.28           | 0.37           | 0.66                   | 0.25       | 0.13        |
| NET: 8-10      | 303<br>45% | 183<br>46% | 120<br>45% | 2<br>68%  | 35<br>40%  | 58<br>42%  | 55<br>41%  | 53<br>49% | 47<br>52% | 53<br>49% | 83<br>41%    | 79<br>44% | 84<br>54%j | 57<br>44% | 23<br>48%    | 6<br>30%       | 36<br>49%      | 18<br>35%                  | 25<br>44%         | 19<br>37%         | 16<br>46% | 42<br>53%qv  | 39<br>38%    | 33<br>44%      | 31<br>53%      | 16<br>77%              | 49<br>49%  | 136<br>42%  |
| NET: 4-7       | 282<br>42% | 173<br>43% | 109<br>40% | 1<br>32%  | 46<br>53%h | 63<br>46%h | 61<br>46%h | 43<br>39% | 26<br>29% | 41<br>39% | 96<br>47%    | 82<br>45% | 55<br>35%  | 49<br>38% | 19<br>40%    | 13<br>64%      | 25<br>34%      | 24<br>48%                  | 27<br>47%         | 25<br>48%         | 13<br>39% | 27<br>35%    | 56<br>55%pux | 34<br>45%      | 18<br>31%      | 1<br>5%                | 40<br>40%  | 150<br>46%  |
| NET: 1-3       | 83<br>12%  | 43<br>11%  | 41<br>15%  | -         | 6<br>7%    | 17<br>12%  | 18<br>13%  | 13<br>12% | 16<br>18% | 13<br>12% | 24<br>12%    | 20<br>11% | 16<br>10%  | 23<br>18% | 6<br>12%     | 1<br>6%        | 12<br>17%      | 9<br>17%                   | 5<br>8%           | 7<br>14%          | 5<br>15%  | 9<br>12%     | 8<br>7%      | 8<br>11%       | 9<br>16%       | 4<br>18%               | 11<br>11%  | 38<br>12%   |

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 8

**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**

**The service you received from your bank's customer services with regard to the complaint that you had**

**Base: All respondents who have made a complaint**

|                            | Total      | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                        | Q.1 Made a complaint to Non-food retailer |                        | Q.1 Made a complaint to Rail company |                        |
|----------------------------|------------|---|----------------|------------------------------|------------------------|---|------------------------|--------------------------------------|------------------------|
|                            |            | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d)         | Last 6 months (e)                         | Longer ago (f)         | Last 6 months (g)                    | Longer ago (h)         |
| Unweighted base            | 668        | 122                                     | 233            | 210                          | 458                    | 190                                       | 259                    | 87                                   | 168                    |
| Weighted base              | 669        | 122                                     | 225            | 224                          | 445                    | 205                                       | 250                    | 88*                                  | 160                    |
| 10 - Extremely satisfied   | 82<br>12%  | 13<br>11%                               | 18<br>8%       | 30<br>13%                    | 52<br>12%              | 27<br>13%                                 | 31<br>12%              | 11<br>13%                            | 16<br>10%              |
| 9                          | 78<br>12%  | 13<br>11%                               | 27<br>12%      | 15<br>7%                     | 62<br>14% <sup>c</sup> | 23<br>11%                                 | 32<br>13%              | 6<br>7%                              | 16<br>10%              |
| 8                          | 144<br>22% | 27<br>22%                               | 41<br>18%      | 48<br>22%                    | 96<br>22%              | 32<br>16%                                 | 60<br>24% <sup>e</sup> | 11<br>12%                            | 40<br>25% <sup>g</sup> |
| 7                          | 97<br>14%  | 21<br>17%                               | 40<br>18%      | 42<br>19% <sup>d</sup>       | 54<br>12%              | 36<br>17%                                 | 37<br>15%              | 23<br>26% <sup>h</sup>               | 17<br>11%              |
| 6                          | 90<br>13%  | 18<br>15%                               | 25<br>11%      | 33<br>15%                    | 57<br>13%              | 34<br>17% <sup>f</sup>                    | 20<br>8%               | 12<br>13%                            | 22<br>14%              |
| 5                          | 65<br>10%  | 13<br>11%                               | 25<br>11%      | 16<br>7%                     | 48<br>11%              | 20<br>10%                                 | 25<br>10%              | 7<br>8%                              | 18<br>11%              |
| 4                          | 31<br>5%   | 6<br>5%                                 | 15<br>7%       | 15<br>7%                     | 16<br>4%               | 13<br>6%                                  | 11<br>4%               | 6<br>6%                              | 15<br>9%               |
| 3                          | 21<br>3%   | 1<br>1%                                 | 7<br>3%        | 6<br>3%                      | 15<br>3%               | *<br>*                                    | 9<br>4% <sup>e</sup>   | -<br>-                               | 5<br>3%                |
| 2                          | 20<br>3%   | 4<br>3%                                 | 13<br>6%       | 6<br>3%                      | 14<br>3%               | 6<br>3%                                   | 8<br>3%                | 5<br>6%                              | 4<br>3%                |
| 1 - Extremely dissatisfied | 43<br>6%   | 5<br>4%                                 | 14<br>6%       | 12<br>5%                     | 30<br>7%               | 12<br>6%                                  | 18<br>7%               | 9<br>10%                             | 7<br>5%                |
| Mean                       | 6.69       | 6.82                                    | 6.36           | 6.69                         | 6.69                   | 6.70                                      | 6.72                   | 6.27                                 | 6.58                   |
| Standard deviation         | 2.48       | 2.27                                    | 2.51           | 2.39                         | 2.53                   | 2.42                                      | 2.58                   | 2.67                                 | 2.37                   |
| Standard error             | 0.10       | 0.21                                    | 0.16           | 0.16                         | 0.12                   | 0.18                                      | 0.16                   | 0.29                                 | 0.18                   |

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h  
\* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 8

**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**

**The service you received from your bank's customer services with regard to the complaint that you had**

**Base: All respondents who have made a complaint**

|               | Total      | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|---------------|------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|               |            | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Weighted base | 669        | 122                                     | 225            | 224                          | 445            | 205                                       | 250            | 88*                                  | 160            |
| NET: 8-10     | 303<br>45% | 54<br>44%                               | 86<br>38%      | 93<br>42%                    | 210<br>47%     | 83<br>40%                                 | 123<br>49%     | 28<br>31%                            | 72<br>45%      |
| NET: 4-7      | 282<br>42% | 58<br>47%                               | 105<br>47%     | 106<br>48%                   | 176<br>39%     | 104<br>50% <sup>f</sup>                   | 92<br>37%      | 47<br>53%                            | 72<br>45%      |
| NET: 1-3      | 83<br>12%  | 10<br>8%                                | 33<br>15%      | 24<br>11%                    | 59<br>13%      | 19<br>9%                                  | 35<br>14%      | 14<br>16%                            | 17<br>10%      |

**Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h**

**\* small base**

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 9  
**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**  
**The service you received from the non-food retailer's customer services with regard to the complaint that you had**  
**Base: All respondents who have made a complaint**

|                            | Gender     |            | Age        |           |            |             |            |           |            |             | Social Grade |           |           |           | Region       |                |                |                            |                   |                   |           |              |            |                | Employment Sector |                        |            |             |
|----------------------------|------------|------------|------------|-----------|------------|-------------|------------|-----------|------------|-------------|--------------|-----------|-----------|-----------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------|------------|----------------|-------------------|------------------------|------------|-------------|
|                            | Total      | Male (a)   | Female (b) | 16-17 (c) | 18-24 (d)  | 25-34 (e)   | 35-44 (f)  | 45-54 (g) | 55-64 (h)  | 65+ (i)     | AB (j)       | C1 (k)    | C2 (l)    | DE (m)    | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u) | London (v) | South East (w) | South West (x)    | North-ern ire-land (y) | Public (A) | Private (B) |
| Unweighted base            | 946        | 494        | 452        | 11        | 101        | 170         | 189        | 164       | 133        | 178         | 344          | 250       | 170       | 182       | 88           | 29             | 88             | 82                         | 80                | 69                | 48        | 98           | 135        | 139            | 70                | 20                     | 147        | 445         |
| Weighted base              | 955        | 488        | 467        | 15*       | 143*       | 158         | 181        | 149       | 141        | 168         | 286          | 237       | 246       | 186       | 73*          | 27**           | 91*            | 70*                        | 100*              | 77*               | 49*       | 88*          | 132        | 141            | 81*               | 25**                   | 137        | 436         |
| 10 - Extremely satisfied   | 123<br>13% | 59<br>12%  | 64<br>14%  | 2<br>15%  | 23<br>16%  | 15<br>9%    | 16<br>9%   | 18<br>12% | 18<br>12%  | 31<br>18%ef | 41<br>14%    | 28<br>12% | 31<br>13% | 23<br>12% | 13<br>17%    | 2<br>7%        | 14<br>15%      | 10<br>14%                  | 14<br>14%         | 8<br>11%          | 8<br>17%  | 12<br>13%    | 13<br>10%  | 19<br>14%      | 11<br>13%         | 1<br>3%                | 18<br>13%  | 37<br>8%    |
| 9                          | 108<br>11% | 63<br>13%  | 45<br>10%  | 3<br>18%  | 14<br>10%  | 15<br>9%    | 15<br>8%   | 15<br>10% | 19<br>13%  | 15<br>17%f  | 19<br>10%    | 28<br>12% | 27<br>11% | 23<br>13% | 12<br>16%q   | 1<br>4%        | 14<br>15%q     | 3<br>4%                    | 7<br>7%           | 8<br>10%          | 6<br>13%  | 11<br>13%    | 16<br>12%  | 15<br>11%      | 10<br>12%         | 4<br>18%               | 18<br>13%  | 37<br>9%    |
| 8                          | 191<br>20% | 100<br>21% | 91<br>19%  | 3<br>21%  | 23<br>16%  | 28<br>18%   | 35<br>19%  | 38<br>25% | 30<br>22%  | 34<br>20%   | 52<br>18%    | 46<br>19% | 56<br>23% | 37<br>20% | 14<br>19%    | 3<br>9%        | 20<br>22%      | 15<br>22%                  | 25<br>25%         | 12<br>16%         | 12<br>25% | 24<br>27%    | 21<br>16%  | 28<br>20%      | 12<br>15%         | 5<br>19%               | 22<br>16%  | 104<br>24%  |
| 7                          | 180<br>19% | 86<br>18%  | 95<br>20%  | 4<br>25%  | 35<br>25%g | 38<br>24%gh | 39<br>21%g | 18<br>12% | 19<br>14%  | 27<br>16%   | 57<br>20%    | 42<br>18% | 43<br>18% | 37<br>20% | 10<br>14%    | 5<br>19%       | 15<br>16%      | 13<br>19%                  | 21<br>21%         | 12<br>16%         | 6<br>12%  | 13<br>15%    | 30<br>23%  | 32<br>23%      | 20<br>25%         | 2<br>9%                | 28<br>20%  | 86<br>20%   |
| 6                          | 98<br>10%  | 53<br>11%  | 45<br>10%  | 2<br>14%  | 10<br>7%   | 27<br>17%di | 22<br>12%i | 15<br>10% | 13<br>9%   | 9<br>5%     | 31<br>11%    | 28<br>12% | 20<br>8%  | 19<br>10% | 6<br>8%      | 3<br>9%        | 4<br>4%        | 6<br>9%                    | 14<br>14%         | 7<br>9%           | 4<br>8%   | 8<br>9%      | 12<br>9%   | 19<br>14%p     | 13<br>16%p        | 2<br>9%                | 16<br>12%  | 46<br>11%   |
| 5                          | 78<br>8%   | 45<br>9%   | 33<br>7%   | -<br>7%a  | 7<br>5%    | 15<br>9%    | 19<br>10%  | 16<br>11% | 10<br>7%   | 11<br>7%    | 18<br>6%     | 22<br>9%  | 22<br>9%  | 16<br>9%  | 4<br>5%      | 5<br>17%       | 9<br>9%        | 9<br>13%x                  | 6<br>6%           | 7<br>9%           | 5<br>11%  | 9<br>10%     | 12<br>9%   | 10<br>7%       | 2<br>3%           | -<br>10%               | 13<br>10%  | 43<br>10%   |
| 4                          | 47<br>5%   | 15<br>3%   | 32<br>7%a  | -<br>7%   | 10<br>7%   | 6<br>4%     | 12<br>6%   | 7<br>5%   | 2<br>2%    | 10<br>6%    | 16<br>6%h    | 13<br>6%h | 15<br>6%h | 2<br>1%   | 3<br>10%     | 2<br>2%        | 3<br>4%        | 3<br>3%                    | 9<br>11%h         | -<br>nptu         | 2<br>2%   | 8<br>6%      | 9<br>6%    | 7<br>8%        | 2<br>10%          | 3<br>2%                | 25<br>6%   |             |
| 3                          | 43<br>5%   | 22<br>4%   | 22<br>5%   | 1<br>6%   | 8<br>6%    | 7<br>4%     | 8<br>4%    | 4<br>3%   | 9<br>6%    | 7<br>4%     | 16<br>5%     | 13<br>5%  | 7<br>3%   | 8<br>4%   | 5<br>7%      | 2<br>9%        | 4<br>5%        | 2<br>2%                    | 3<br>3%           | 6<br>7%           | 1<br>1%   | 4<br>5%      | 9<br>7%    | 3<br>2%        | 3<br>3%           | -<br>2%                | 3<br>2%    | 21<br>5%    |
| 2                          | 35<br>4%   | 20<br>4%   | 15<br>3%   | -<br>3%   | 6<br>4%    | 3<br>2%     | 7<br>4%    | 5<br>4%   | 10<br>7%ei | 3<br>2%     | 11<br>4%     | 6<br>2%   | 9<br>4%   | 8<br>5%   | 5<br>7%q     | 3<br>11%       | 3<br>4%        | -<br>7%q                   | 7<br>7%           | 1<br>1%           | 4<br>8%q  | 1<br>2%      | 3<br>3%    | 3<br>2%        | 1<br>1%           | 2<br>7%                | 9<br>7%B   | 11<br>2%    |
| 1 - Extremely dissatisfied | 51<br>5%   | 26<br>5%   | 25<br>5%   | -<br>4%   | 5<br>4%    | 6<br>4%     | 10<br>6%   | 11<br>8%  | 11<br>8%   | 7<br>4%     | 14<br>5%     | 12<br>5%  | 14<br>6%  | 11<br>6%  | 4<br>5%r     | 1<br>5%        | 7<br>7%rw      | 9<br>13%rvw                | -<br>-            | 8<br>10%rw        | 3<br>5%   | 4<br>5%      | 5<br>4%    | 2<br>1%        | 3<br>3%           | 6<br>24%               | 6<br>5%    | 25<br>6%    |
| Mean                       | 6.72       | 6.74       | 6.69       | 7.64      | 6.80       | 6.70        | 6.39       | 6.61      | 6.47       | 7.22fgh     | 6.71         | 6.69      | 6.73      | 6.75      | 6.85         | 5.47           | 6.89           | 6.38                       | 6.94              | 6.13              | 6.93      | 7.01s        | 6.59       | 7.06s          | 6.91              | 5.50                   | 6.72       | 6.53        |
| Standard deviation         | 2.48       | 2.48       | 2.49       | 1.81      | 2.49       | 2.16        | 2.40       | 2.59      | 2.81       | 2.46        | 2.51         | 2.42      | 2.50      | 2.52      | 2.77         | 2.49           | 2.68           | 2.70                       | 2.21              | 2.71              | 2.65      | 2.36         | 2.38       | 2.08           | 2.24              | 3.27                   | 2.50       | 2.37        |

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 9  
**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**  
**The service you received from the non-food retailer's customer services with regard to the complaint that you had**  
**Base: All respondents who have made a complaint**

|                | Gender     |            | Age        |           |           |                          |                          |                        |                         |                         | Social Grade |            |            |           | Region                 |                |                        |                            |                   |                        |                        |              |                         |                         | Employment Sector       |                        |            |             |
|----------------|------------|------------|------------|-----------|-----------|--------------------------|--------------------------|------------------------|-------------------------|-------------------------|--------------|------------|------------|-----------|------------------------|----------------|------------------------|----------------------------|-------------------|------------------------|------------------------|--------------|-------------------------|-------------------------|-------------------------|------------------------|------------|-------------|
|                | Total      | Male (a)   | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e)                | 35-44 (f)                | 45-54 (g)              | 55-64 (h)               | 65+ (i)                 | AB (j)       | C1 (k)     | C2 (l)     | DE (m)    | Scotland (n)           | North East (o) | North West (p)         | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s)      | Wales (t)              | East-ern (u) | London (v)              | South East (w)          | South West (x)          | North-ern Ire-land (y) | Public (A) | Private (B) |
| Weighted base  | 955        | 488        | 467        | 15*       | 143*      | 158                      | 181                      | 149                    | 141                     | 168                     | 237          | 246        | 186        | 73*       | 27**                   | 91*            | 70*                    | 100*                       | 77*               | 49*                    | 88*                    | 132          | 141                     | 81*                     | 25**                    | 137                    | 436        |             |
| Standard error | 0.08       | 0.11       | 0.12       | 0.55      | 0.25      | 0.17                     | 0.17                     | 0.20                   | 0.24                    | 0.18                    | 0.14         | 0.15       | 0.19       | 0.19      | 0.30                   | 0.46           | 0.29                   | 0.30                       | 0.25              | 0.33                   | 0.38                   | 0.24         | 0.20                    | 0.18                    | 0.27                    | 0.73                   | 0.21       | 0.11        |
| NET: 8-10      | 422<br>44% | 222<br>45% | 200<br>43% | 8<br>55%  | 60<br>42% | 57<br>36%                | 65<br>36%                | 71<br>48% <sup>f</sup> | 66<br>47%               | 93<br>56% <sup>ef</sup> | 123<br>43%   | 114<br>46% | 83<br>45%  | 38<br>52% | 6<br>20%               | 48<br>52%      | 28<br>40%              | 46<br>46%                  | 28<br>36%         | 27<br>54%              | 47<br>53% <sup>v</sup> | 51<br>38%    | 62<br>44%               | 33<br>40%               | 10<br>41%               | 58<br>42%              | 178<br>41% |             |
| NET: 4-7       | 404<br>42% | 199<br>41% | 205<br>44% | 6<br>39%  | 63<br>44% | 86<br>54% <sup>ghi</sup> | 91<br>50% <sup>ghi</sup> | 57<br>38%              | 44<br>31%               | 57<br>34%               | 123<br>43%   | 105<br>44% | 101<br>41% | 75<br>40% | 21<br>28%              | 15<br>56%      | 29<br>32%              | 31<br>45% <sup>n</sup>     | 44<br>44%         | 35<br>45%              | 15<br>31%              | 32<br>36%    | 63<br>48% <sup>np</sup> | 70<br>50% <sup>np</sup> | 42<br>51% <sup>np</sup> | 7<br>28%               | 60<br>44%  | 200<br>46%  |
| NET: 1-3       | 129<br>14% | 68<br>14%  | 61<br>13%  | 1<br>6%   | 19<br>14% | 15<br>10%                | 25<br>14%                | 21<br>14%              | 30<br>22% <sup>ei</sup> | 17<br>10%               | 41<br>14%    | 30<br>13%  | 31<br>12%  | 28<br>15% | 14<br>20% <sup>w</sup> | 7<br>24%       | 14<br>16% <sup>w</sup> | 11<br>15% <sup>w</sup>     | 11<br>11%         | 14<br>18% <sup>w</sup> | 7<br>15%               | 10<br>11%    | 18<br>14%               | 9<br>6%                 | 7<br>8%                 | 8<br>31%               | 19<br>14%  | 57<br>13%   |

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 9

**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**

**The service you received from the non-food retailer's customer services with regard to the complaint that you had**

**Base: All respondents who have made a complaint**

|                            | Total      | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|----------------------------|------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                            |            | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base            | 946        | 142                                     | 270            | 138                          | 311            | 395                                       | 551            | 114                                  | 215            |
| Weighted base              | 955        | 142                                     | 262            | 151                          | 305            | 410                                       | 545            | 113*                                 | 208            |
| 10 - Extremely satisfied   | 123<br>13% | 18<br>13%                               | 26<br>10%      | 21<br>14%                    | 37<br>12%      | 57<br>14%                                 | 66<br>12%      | 17<br>15%                            | 26<br>12%      |
| 9                          | 108<br>11% | 17<br>12%                               | 35<br>13%      | 17<br>11%                    | 36<br>12%      | 46<br>11%                                 | 62<br>11%      | 13<br>11%                            | 23<br>11%      |
| 8                          | 191<br>20% | 30<br>21%                               | 54<br>21%      | 31<br>21%                    | 65<br>21%      | 79<br>19%                                 | 112<br>21%     | 16<br>14%                            | 32<br>15%      |
| 7                          | 180<br>19% | 20<br>14%                               | 47<br>18%      | 30<br>20%                    | 56<br>18%      | 56<br>14%                                 | 124<br>23%e    | 24<br>21%                            | 50<br>24%      |
| 6                          | 98<br>10%  | 12<br>9%                                | 31<br>12%      | 9<br>6%                      | 37<br>12%      | 38<br>9%                                  | 60<br>11%      | 13<br>11%                            | 25<br>12%      |
| 5                          | 78<br>8%   | 14<br>10%                               | 25<br>10%      | 16<br>11%                    | 24<br>8%       | 36<br>9%                                  | 42<br>8%       | 11<br>10%                            | 15<br>7%       |
| 4                          | 47<br>5%   | 10<br>7%                                | 15<br>6%       | 9<br>6%                      | 13<br>4%       | 24<br>6%                                  | 22<br>4%       | 9<br>8%                              | 9<br>4%        |
| 3                          | 43<br>5%   | 7<br>5%                                 | 9<br>3%        | 6<br>4%                      | 12<br>4%       | 21<br>5%                                  | 22<br>4%       | 6<br>5%                              | 11<br>5%       |
| 2                          | 35<br>4%   | 7<br>5%                                 | 8<br>3%        | 5<br>4%                      | 9<br>3%        | 23<br>6%f                                 | 11<br>2%       | 3<br>3%                              | 4<br>2%        |
| 1 - Extremely dissatisfied | 51<br>5%   | 6<br>4%                                 | 12<br>5%       | 6<br>4%                      | 18<br>6%       | 28<br>7%                                  | 23<br>4%       | 2<br>2%                              | 14<br>7%       |
| Mean                       | 6.72       | 6.66                                    | 6.73           | 6.81                         | 6.75           | 6.49                                      | 6.88e          | 6.79                                 | 6.65           |
| Standard deviation         | 2.48       | 2.53                                    | 2.36           | 2.43                         | 2.45           | 2.71                                      | 2.29           | 2.33                                 | 2.47           |
| Standard error             | 0.08       | 0.21                                    | 0.14           | 0.21                         | 0.14           | 0.14                                      | 0.10           | 0.22                                 | 0.17           |

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h  
\* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 9

**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**

**The service you received from the non-food retailer's customer services with regard to the complaint that you had**

**Base: All respondents who have made a complaint**

|               | Total | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|---------------|-------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|               |       | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Weighted base | 955   | 142                                     | 262            | 151                          | 305            | 410                                       | 545            | 113*                                 | 208            |
| NET: 8-10     | 422   | 66                                      | 115            | 69                           | 137            | 182                                       | 240            | 45                                   | 80             |
|               | 44%   | 46%                                     | 44%            | 46%                          | 45%            | 45%                                       | 44%            | 40%                                  | 39%            |
| NET: 4-7      | 404   | 56                                      | 118            | 64                           | 129            | 155                                       | 249            | 56                                   | 99             |
|               | 42%   | 40%                                     | 45%            | 42%                          | 42%            | 38%                                       | 46%e           | 50%                                  | 48%            |
| NET: 1-3      | 129   | 20                                      | 29             | 18                           | 38             | 72  | 57             | 12                                   | 29             |
|               | 14%   | 14%                                     | 11%            | 12%                          | 13%            | 18%f                                      | 10%            | 10%                                  | 14%            |

**Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h**

**\* small base**

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 10  
**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**  
**The service you received from the rail company's customer services with regard to the complaint that you had**  
**Base: All respondents who have made a complaint**

|                            | Gender    |           | Age        |           |            |           |            |           |            |              | Social Grade |             |             |           | Region       |                |                |                            |                   |                   |           |              |            |                | Employment Sector |                        |            |             |
|----------------------------|-----------|-----------|------------|-----------|------------|-----------|------------|-----------|------------|--------------|--------------|-------------|-------------|-----------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------|------------|----------------|-------------------|------------------------|------------|-------------|
|                            | Total     | Male (a)  | Female (b) | 16-17 (c) | 18-24 (d)  | 25-34 (e) | 35-44 (f)  | 45-54 (g) | 55-64 (h)  | 65+ (i)      | AB (j)       | C1 (k)      | C2 (l)      | DE (m)    | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u) | London (v) | South East (w) | South West (x)    | North-ern Ire-land (y) | Public (A) | Private (B) |
| Unweighted base            | 486       | 277       | 209        | 7         | 69         | 107       | 94         | 74        | 65         | 70           | 206          | 137         | 72          | 71        | 43           | 17             | 53             | 49                         | 30                | 19                | 19        | 49           | 89         | 69             | 34                | 4                      | 84         | 246         |
| Weighted base              | 466       | 262       | 204        | 8*        | 94*        | 97*       | 82*        | 58*       | 66*        | 60*          | 169          | 126         | 98*         | 74*       | 34*          | 19**           | 53*            | 42*                        | 36**              | 31**              | 17**      | 41*          | 86*        | 60*            | 43**              | 4**                    | 74*        | 232         |
| 10 - Extremely satisfied   | 44<br>9%  | 21<br>8%  | 23<br>11%  | -         | 14<br>15%g | 7<br>7%   | 10<br>12%g | 1<br>3%   | 6<br>9%    | 5<br>9%      | 6<br>4%      | 18<br>14%jm | 17<br>17%jm | 3<br>4%   | 3<br>8%      | -              | 7<br>13%       | 6<br>15%                   | 5<br>13%          | 1<br>3%           | 3<br>17%  | 2<br>4%      | 6<br>7%    | 6<br>10%       | 6<br>14%          | -                      | 10<br>13%  | 18<br>8%    |
| 9                          | 27<br>6%  | 19<br>7%  | 8<br>4%    | 1<br>18%  | 4<br>4%    | 5<br>5%   | 3<br>3%    | 5<br>8%h  | -          | 9<br>15%defh | 12<br>7%     | 7<br>6%     | 4<br>4%     | 4<br>5%   | 2<br>6%      | 1<br>5%        | 5<br>9%        | 4<br>10%                   | 3<br>7%           | 1<br>2%           | 3<br>20%  | 3<br>6%      | 4<br>4%    | 1<br>2%        | -                 | -                      | 3<br>3%    | 12<br>5%    |
| 8                          | 56<br>12% | 33<br>13% | 23<br>11%  | -         | 7<br>7%    | 10<br>10% | 15<br>18%  | 5<br>8%   | 10<br>14%  | 10<br>17%    | 22<br>13%    | 12<br>9%    | 15<br>15%   | 8<br>10%  | 4<br>13%     | 3<br>13%       | 6<br>12%       | 3<br>7%                    | 6<br>17%          | 5<br>16%          | 1<br>7%   | 7<br>17%     | 7<br>9%    | 7<br>12%       | 5<br>11%          | 1<br>30%               | 13<br>18%  | 26<br>11%   |
| 7                          | 78<br>17% | 44<br>17% | 34<br>17%  | 4<br>47%  | 14<br>15%  | 16<br>16% | 14<br>17%  | 12<br>20% | 11<br>16%  | 8<br>13%     | 29<br>17%    | 22<br>17%   | 13<br>14%   | 14<br>19% | 8<br>24%     | 3<br>16%       | 8<br>16%       | 9<br>23%                   | 3<br>9%           | 8<br>27%          | 4<br>24%  | 6<br>14%     | 11<br>13%  | 9<br>14%       | 8<br>18%          | -                      | 7<br>9%    | 47<br>20%A  |
| 6                          | 62<br>13% | 24<br>9%  | 39<br>19%a | 1<br>11%  | 16<br>17%  | 17<br>17% | 7<br>9%    | 5<br>9%   | 10<br>15%  | 6<br>10%     | 30<br>17%    | 12<br>10%   | 15<br>15%   | 6<br>8%   | 3<br>10%     | 6<br>34%       | 2<br>4%        | 4<br>10%                   | 1<br>4%           | 3<br>9%           | 4<br>21%  | 7<br>17%     | 16<br>19%p | 7<br>11%       | 5<br>13%          | 3<br>70%               | 10<br>13%  | 30<br>13%   |
| 5                          | 59<br>13% | 38<br>14% | 21<br>10%  | 1<br>13%  | 12<br>12%  | 15<br>15% | 13<br>16%  | 8<br>13%  | 4<br>6%    | 7<br>11%     | 21<br>12%    | 15<br>12%   | 10<br>11%   | 13<br>18% | 4<br>10%     | 3<br>16%       | 8<br>15%       | 5<br>12%                   | 5<br>15%          | 1<br>17%          | 3<br>6%   | 10<br>7%     | 10<br>12%  | 10<br>17%      | 5<br>11%          | -                      | 9<br>12%   | 29<br>13%   |
| 4                          | 32<br>7%  | 17<br>6%  | 15<br>7%   | -         | 2<br>2%    | 7<br>8%   | 5<br>6%    | 6<br>11%d | 5<br>8%    | 6<br>9%      | 12<br>7%     | 14<br>11%l  | 1<br>1%     | 4<br>6%   | 2<br>7%      | -              | 2<br>4%        | 3<br>6%                    | 1<br>2%           | 2<br>7%           | -         | 4<br>11%     | 7<br>8%    | 8<br>13%       | 4<br>8%           | -                      | 7<br>10%   | 18<br>8%    |
| 3                          | 37<br>8%  | 24<br>9%  | 13<br>7%   | 1<br>12%  | 12<br>13%e | 2<br>2%   | 7<br>8%    | 6<br>11%e | 3<br>4%    | 6<br>10%     | 12<br>7%     | 9<br>7%     | 9<br>9%     | 8<br>10%  | 3<br>8%      | 1<br>5%        | 4<br>7%        | 3<br>6%                    | 4<br>12%          | -                 | -         | 2<br>4%      | 9<br>11%   | 4<br>6%        | 8<br>19%          | -                      | 6<br>8%    | 15<br>7%    |
| 2                          | 17<br>4%  | 14<br>6%b | 3<br>1%    | -         | 3<br>3%    | 7<br>7%   | 1<br>2%    | 1<br>1%   | 5<br>8%    | 1<br>1%      | 8<br>5%      | 5<br>4%     | 1<br>1%     | 4<br>5%   | -            | 1<br>5%        | 3<br>5%        | 3<br>7%                    | -                 | -                 | 2<br>6%   | 6<br>7%      | 1<br>1%    | 1<br>3%        | -                 | -                      | 5<br>7%    | 8<br>4%     |
| 1 - Extremely dissatisfied | 53<br>11% | 28<br>11% | 25<br>12%  | -         | 11<br>11%  | 11<br>12% | 7<br>8%    | 9<br>15%  | 12<br>19%i | 3<br>5%      | 18<br>10%    | 12<br>9%    | 14<br>14%   | 10<br>14% | 5<br>15%     | 1<br>6%        | 8<br>14%       | 2<br>4%                    | 7<br>20%          | 6<br>20%          | 1<br>6%   | 5<br>13%     | 9<br>11%   | 8<br>13%       | 1<br>3%           | -                      | 4<br>6%    | 29<br>13%   |
| Mean                       | 5.73      | 5.65      | 5.84       | 6.54      | 5.80       | 5.59      | 6.08g      | 5.20      | 5.20       | 6.38gh       | 5.60         | 5.92        | 6.10        | 5.22      | 5.77         | 5.81           | 5.83           | 6.37v                      | 5.63              | 5.49              | 7.27      | 5.54         | 5.29       | 5.53           | 5.84              | 6.60                   | 5.94       | 5.64        |
| Standard deviation         | 2.68      | 2.70      | 2.65       | 1.85      | 2.81       | 2.61      | 2.60       | 2.60      | 2.88       | 2.50         | 2.49         | 2.75        | 2.91        | 2.60      | 2.74         | 2.03           | 3.02           | 2.62                       | 3.17              | 2.63              | 2.27      | 2.65         | 2.61       | 2.64           | 2.52              | 1.05                   | 2.68       | 2.64        |



## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 10  
**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**  
**The service you received from the rail company's customer services with regard to the complaint that you had**  
**Base: All respondents who have made a complaint**

|                | Gender     |            | Age        |           |           |           |           |           |           |           | Social Grade |           |           |           | Region       |                |                |                            |                   |                   |           |              |            |                | Employment Sector |                        |            |             |
|----------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|-----------|-----------|-----------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------|------------|----------------|-------------------|------------------------|------------|-------------|
|                | Total      | Male (a)   | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g) | 55-64 (h) | 65+ (i)   | AB (j)       | C1 (k)    | C2 (l)    | DE (m)    | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u) | London (v) | South East (w) | South West (x)    | North-ern Ire-land (y) | Public (A) | Private (B) |
| Weighted base  | 466        | 262        | 204        | 8*        | 94*       | 97*       | 82*       | 58*       | 66*       | 60*       | 169          | 126       | 98*       | 74*       | 34*          | 19**           | 53*            | 42*                        | 36**              | 31**              | 17**      | 41*          | 86*        | 60*            | 43**              | 4**                    | 74*        | 232         |
| Standard error | 0.12       | 0.16       | 0.18       | 0.70      | 0.34      | 0.25      | 0.27      | 0.30      | 0.36      | 0.30      | 0.17         | 0.24      | 0.34      | 0.31      | 0.42         | 0.49           | 0.41           | 0.37                       | 0.58              | 0.48              | 0.52      | 0.38         | 0.28       | 0.32           | 0.43              | 0.53                   | 0.29       | 0.17        |
| NET: 8-10      | 127<br>27% | 73<br>28%  | 54<br>26%  | 1<br>18%  | 25<br>27% | 22<br>23% | 27<br>33% | 11<br>19% | 15<br>23% | 25<br>41% | 40<br>24%    | 37<br>29% | 35<br>36% | 14<br>19% | 9<br>26%     | 4<br>19%       | 18<br>34%      | 13<br>32%                  | 14<br>38%         | 7<br>21%          | 7<br>43%  | 11<br>27%    | 17<br>20%  | 14<br>24%      | 11<br>25%         | 1<br>30%               | 26<br>35%  | 56<br>24%   |
| NET: 4-7       | 232<br>50% | 123<br>47% | 109<br>53% | 5<br>70%  | 44<br>46% | 55<br>56% | 40<br>48% | 31<br>53% | 31<br>46% | 26<br>44% | 91<br>54%    | 63<br>50% | 40<br>40% | 38<br>52% | 18<br>51%    | 13<br>66%      | 21<br>39%      | 21<br>51%                  | 11<br>30%         | 18<br>59%         | 9<br>51%  | 20<br>49%    | 44<br>51%  | 33<br>55%      | 21<br>50%         | 3<br>70%               | 33<br>44%  | 124<br>53%  |
| NET: 1-3       | 108<br>23% | 67<br>25%  | 41<br>20%  | 1<br>12%  | 25<br>27% | 20<br>21% | 15<br>19% | 16<br>28% | 20<br>31% | 10<br>16% | 38<br>22%    | 26<br>20% | 23<br>24% | 22<br>29% | 8<br>23%     | 3<br>15%       | 14<br>27%      | 7<br>17%                   | 12<br>32%         | 6<br>20%          | 1<br>6%   | 9<br>23%     | 25<br>29%  | 12<br>21%      | 11<br>25%         | -                      | 16<br>21%  | 53<br>23%   |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 10

**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**

**The service you received from the rail company's customer services with regard to the complaint that you had**

**Base: All respondents who have made a complaint**

|                            | Total     | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|----------------------------|-----------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                            |           | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base            | 486       | 99                                      | 135            | 90                           | 165            | 149                                       | 180            | 172                                  | 314            |
| Weighted base              | 466       | 101*                                    | 121            | 95*                          | 154            | 156                                       | 164            | 163                                  | 303            |
| 10 - Extremely satisfied   | 44<br>9%  | 15<br>15%b                              | 4<br>3%        | 10<br>11%                    | 16<br>11%      | 19<br>12%                                 | 20<br>12%      | 21<br>13%                            | 23<br>8%       |
| 9                          | 27<br>6%  | 3<br>3%                                 | 7<br>6%        | 7<br>7%                      | 11<br>7%       | 8<br>5%                                   | 7<br>4%        | 7<br>4%                              | 19<br>6%       |
| 8                          | 56<br>12% | 15<br>14%                               | 18<br>15%      | 9<br>9%                      | 20<br>13%      | 16<br>10%                                 | 16<br>10%      | 17<br>11%                            | 39<br>13%      |
| 7                          | 78<br>17% | 18<br>18%                               | 14<br>12%      | 19<br>20%                    | 17<br>11%      | 25<br>16%                                 | 26<br>16%      | 29<br>18%                            | 49<br>16%      |
| 6                          | 62<br>13% | 16<br>15%                               | 11<br>9%       | 11<br>12%                    | 18<br>12%      | 24<br>15%                                 | 24<br>15%      | 16<br>10%                            | 47<br>15%      |
| 5                          | 59<br>13% | 15<br>15%                               | 16<br>13%      | 11<br>12%                    | 22<br>14%      | 20<br>13%                                 | 23<br>14%      | 19<br>12%                            | 40<br>13%      |
| 4                          | 32<br>7%  | 4<br>4%                                 | 15<br>12%a     | 5<br>5%                      | 10<br>6%       | 6<br>4%                                   | 12<br>7%       | 11<br>6%                             | 21<br>7%       |
| 3                          | 37<br>8%  | 4<br>4%                                 | 11<br>9%       | 9<br>10%                     | 9<br>6%        | 17<br>11%                                 | 10<br>6%       | 11<br>7%                             | 27<br>9%       |
| 2                          | 17<br>4%  | 3<br>3%                                 | 7<br>6%        | 1<br>1%                      | 11<br>7%       | 2<br>1%                                   | 6<br>4%        | 7<br>4%                              | 10<br>3%       |
| 1 - Extremely dissatisfied | 53<br>11% | 9<br>9%                                 | 17<br>14%      | 12<br>13%                    | 19<br>12%      | 20<br>13%                                 | 19<br>12%      | 25<br>15%                            | 28<br>9%       |
| Mean                       | 5.73      | 6.21b                                   | 5.11           | 5.80                         | 5.68           | 5.79                                      | 5.76           | 5.64                                 | 5.78           |
| Standard deviation         | 2.68      | 2.60                                    | 2.63           | 2.76                         | 2.85           | 2.77                                      | 2.72           | 2.91                                 | 2.55           |
| Standard error             | 0.12      | 0.26                                    | 0.23           | 0.29                         | 0.22           | 0.23                                      | 0.20           | 0.22                                 | 0.14           |

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h  
\* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 10

**Q.2 Overall, how satisfied are you with... Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied.**

**The service you received from the rail company's customer services with regard to the complaint that you had**

**Base: All respondents who have made a complaint**

|               | Total      | Q.1 Made a complaint to Energy provider |                        | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|---------------|------------|---|------------------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|               |            | Last 6 months (a)                       | Longer ago (b)         | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Weighted base | 466        | 101*                                    | 121                    | 95*                          | 154            | 156                                       | 164            | 163                                  | 303            |
| NET: 8-10     | 127<br>27% | 32<br>32%                               | 29<br>24%              | 25<br>27%                    | 48<br>31%      | 43<br>28%                                 | 43<br>26%      | 45<br>28%                            | 81<br>27%      |
| NET: 4-7      | 232<br>50% | 53<br>52%                               | 56<br>47%              | 47<br>49%                    | 67<br>44%      | 75<br>48%                                 | 85<br>52%      | 75<br>46%                            | 157<br>52%     |
| NET: 1-3      | 108<br>23% | 17<br>16%                               | 36<br>30% <sup>a</sup> | 23<br>24%                    | 38<br>25%      | 38<br>25%                                 | 35<br>22%      | 43<br>26%                            | 65<br>21%      |

**Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h**

**\* small base**

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 11  
Gender  
Base: All respondents

|                 | Gender |                   | Age               |           |                  |                  |                  |                  |                  |                  | Social Grade     |                  |                  |                  |                  | Region         |                  |                            |                   |                   |           |                  |            |                |                | Employment Sector      |            |               |
|-----------------|--------|-------------------|-------------------|-----------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|------------------|----------------------------|-------------------|-------------------|-----------|------------------|------------|----------------|----------------|------------------------|------------|---------------|
|                 | Total  | Male (a)          | Female (b)        | 16-17 (c) | 18-24 (d)        | 25-34 (e)        | 35-44 (f)        | 45-54 (g)        | 55-64 (h)        | 65+ (i)          | AB (j)           | C1 (k)           | C2 (l)           | DE (m)           | Scotland (n)     | North East (o) | North West (p)   | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u)     | London (v) | South East (w) | South West (x) | North-ern Ire-land (y) | Public (A) | Pri- vate (B) |
| Unweighted base | 2212   | 1096              | 1116              | 29        | 213              | 391              | 376              | 428              | 300              | 475              | 707              | 618              | 363              | 524              | 215              | 87             | 229              | 208                        | 156               | 154               | 114       | 229              | 283        | 312            | 171            | 54                     | 304        | 985           |
| Weighted base   | 2212   | 1082              | 1130              | 38*       | 284              | 367              | 363              | 380              | 312              | 469              | 583              | 608              | 484              | 537              | 185              | 94*            | 247              | 189                        | 191               | 161               | 107*      | 208              | 275        | 300            | 191            | 64*                    | 282        | 924           |
| Male            | 1082   | 1082              | -                 | 15        | 98               | 180              | 182              | 191              | 170              | 245              | 333              | 297              | 230              | 222              | 100              | 47             | 128              | 94                         | 103               | 79                | 52        | 87               | 128        | 152            | 86             | 24                     | 140        | 511           |
|                 | 49%    | 100% <sup>b</sup> | -                 | 41%       | 35%              | 49% <sup>d</sup> | 50% <sup>d</sup> | 50% <sup>d</sup> | 55% <sup>d</sup> | 52% <sup>d</sup> | 57% <sup>k</sup> | 49% <sup>m</sup> | 47%              | 41%              | 54% <sup>u</sup> | 50%            | 52% <sup>u</sup> | 50%                        | 54% <sup>u</sup>  | 49%               | 48%       | 42%              | 47%        | 51%            | 45%            | 38%                    | 50%        | 55%           |
| Female          | 1130   | -                 | 1130              | 22        | 185              | 188              | 181              | 189              | 141              | 224              | 251              | 310              | 254              | 315              | 84               | 47             | 118              | 95                         | 88                | 82                | 55        | 121              | 147        | 148            | 105            | 40                     | 142        | 413           |
|                 | 51%    | -                 | 100% <sup>a</sup> | 59%       | 65% <sup>e</sup> | 51%              | 50%              | 50%              | 45%              | 48%              | 43%              | 51% <sup>j</sup> | 53% <sup>j</sup> | 59% <sup>j</sup> | 46%              | 50%            | 48%              | 50%                        | 46%               | 51%               | 52%       | 58% <sup>n</sup> | 53%        | 49%            | 55%            | 62% <sup>n</sup>       | 50%        | 45%           |

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 11  
**Gender**  
**Base: All respondents**

|                 | Total | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|-----------------|-------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                 |       | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base | 2212  | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base   | 2212  | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| Male            | 1082  | 122                                     | 238            | 129                          | 271            | 196                                       | 292            | 88                                   | 175            |
|                 | 49%   | 56%                                     | 59%            | 58%                          | 61%            | 48%                                       | 54%            | 54%                                  | 58%            |
| Female          | 1130  | 94                                      | 167            | 95                           | 175            | 213                                       | 253            | 76                                   | 128            |
|                 | 51%   | 44%                                     | 41%            | 42%                          | 39%            | 52%                                       | 46%            | 46%                                  | 42%            |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 12  
Age  
Base: All respondents

|                 | Gender     |                     |                     | Age        |                                    |                         |                                    |                         |                                     |                     | Social Grade        |                      |                     |                                  | Region             |                      |                      |                            |                       |                     |                                    |                     |                       |                     |                     | Employment Sector                  |                    |              |
|-----------------|------------|---------------------|---------------------|------------|------------------------------------|-------------------------|------------------------------------|-------------------------|-------------------------------------|---------------------|---------------------|----------------------|---------------------|----------------------------------|--------------------|----------------------|----------------------|----------------------------|-----------------------|---------------------|------------------------------------|---------------------|-----------------------|---------------------|---------------------|------------------------------------|--------------------|--------------|
|                 | Total      | Male (a)            | Female (b)          | 16-17 (c)  | 18-24 (d)                          | 25-34 (e)               | 35-44 (f)                          | 45-54 (g)               | 55-64 (h)                           | 65+ (i)             | AB (j)              | C1 (k)               | C2 (l)              | DE (m)                           | Scotland (n)       | North East (o)       | North West (p)       | Yorkshire & Humberside (q) | West Midlands (r)     | East Midlands (s)   | Wales (t)                          | East-ern (u)        | London (v)            | South East (w)      | South West (x)      | North-ern Ire-land (y)             | Public (A)         | Pri-vate (B) |
| Unweighted base | 2212       | 1096                | 1116                | 29         | 213                                | 391                     | 376                                | 428                     | 300                                 | 475                 | 707                 | 618                  | 363                 | 524                              | 215                | 87                   | 229                  | 208                        | 156                   | 154                 | 114                                | 229                 | 283                   | 312                 | 171                 | 54                                 | 304                | 985          |
| Weighted base   | 2212       | 1082                | 1130                | 38*        | 284                                | 367                     | 363                                | 380                     | 312                                 | 469                 | 583                 | 608                  | 484                 | 537                              | 185                | 94*                  | 247                  | 189                        | 191                   | 161                 | 107*                               | 208                 | 275                   | 300                 | 191                 | 64*                                | 282                | 924          |
| 16-17           | 38<br>2%   | 15<br>1%            | 22<br>2%            | 38<br>100% | -                                  | -                       | -                                  | -                       | -                                   | -                   | 12<br>2% <i>m</i>   | 13<br>2% <i>m</i>    | 12<br>2% <i>m</i>   | 1<br>*                           | 6<br>3% <i>x</i>   | 1<br>1%              | 5<br>2%              | 3<br>1%                    | 3<br>1%               | 3<br>2%             | -                                  | 2<br>1%             | 5<br>2%               | 10<br>3% <i>x</i>   | -                   | -                                  | -                  | 3<br>*       |
| 18-24           | 284<br>13% | 98<br>9%            | 185<br>16% <i>a</i> | -          | 284<br>100% <i>efgh</i>            | -                       | -                                  | -                       | -                                   | -                   | 75<br>13%           | 102<br>17% <i>lm</i> | 55<br>11%           | 51<br>10%                        | 9<br>5%            | 16<br>17% <i>nu</i>  | 38<br>16% <i>nu</i>  | 25<br>13% <i>nu</i>        | 30<br>16% <i>nu</i>   | 23<br>15% <i>nu</i> | 19<br>18% <i>nu</i>                | 13<br>6%            | 38<br>14% <i>nu</i>   | 35<br>11% <i>nu</i> | 33<br>17% <i>nu</i> | 4<br>6%                            | 34<br>12%          | 124<br>13%   |
| 25-34           | 367<br>17% | 180<br>17%          | 188<br>17%          | -          | -                                  | 367<br>100% <i>dfgh</i> | -                                  | -                       | -                                   | -                   | 110<br>19%          | 95<br>16%            | 82<br>17%           | 79<br>15%                        | 30<br>16%          | 15<br>16%            | 49<br>20% <i>ux</i>  | 39<br>21% <i>ux</i>        | 31<br>16%             | 27<br>17%           | 15<br>14%                          | 25<br>12%           | 63<br>23% <i>uw</i>   | 43<br>14%           | 19<br>10%           | 11<br>18%                          | 62<br>22%          | 225<br>24%   |
| 35-44           | 363<br>16% | 182<br>17%          | 181<br>16%          | -          | -                                  | -                       | 363<br>100% <i>degh</i>            | -                       | -                                   | -                   | 81<br>14%           | 100<br>16%           | 90<br>19%           | 92<br>17%                        | 27<br>14%          | 24<br>25% <i>nqs</i> | 46<br>19%            | 25<br>13%                  | 34<br>18%             | 20<br>13%           | 18<br>17%                          | 34<br>16%           | 41<br>15%             | 54<br>18%           | 31<br>16%           | 9<br>15%                           | 56<br>20%          | 215<br>23%   |
| 45-54           | 380<br>17% | 191<br>18%          | 189<br>17%          | -          | -                                  | -                       | -                                  | 380<br>100% <i>defh</i> | -                                   | -                   | 79<br>13%           | 102<br>17%           | 84<br>17%           | 116<br>22% <i>j</i>              | 35<br>19% <i>t</i> | 13<br>14%            | 40<br>16%            | 36<br>19% <i>t</i>         | 29<br>15%             | 28<br>18%           | 9<br>8%                            | 48<br>23% <i>tv</i> | 40<br>15%             | 50<br>17% <i>t</i>  | 35<br>19% <i>t</i>  | 17<br>26% <i>t</i>                 | 76<br>27% <i>B</i> | 193<br>21%   |
| 55-64           | 312<br>14% | 170<br>16% <i>b</i> | 141<br>13%          | -          | -                                  | -                       | -                                  | -                       | 312<br>100% <i>defg</i>             | -                   | 53<br>9%            | 92<br>15% <i>j</i>   | 79<br>16% <i>j</i>  | 87<br>16% <i>j</i>               | 28<br>15%          | 14<br>15%            | 24<br>10%            | 21<br>11%                  | 23<br>12%             | 15<br>10%           | 26<br>24% <i>pqr</i><br><i>svx</i> | 35<br>17% <i>p</i>  | 36<br>13%             | 50<br>17% <i>p</i>  | 23<br>12%           | 16<br>25% <i>pqr</i><br><i>svx</i> | 50<br>18% <i>B</i> | 117<br>13%   |
| 65+             | 469<br>21% | 245<br>23%          | 224<br>20%          | -          | -                                  | -                       | -                                  | -                       | 469<br>100% <i>def</i><br><i>gh</i> | 174<br>30% <i>k</i> | 103<br>17%          | 81<br>17%            | 111<br>21%          | 50<br>27% <i>opv</i><br><i>y</i> | 12<br>13%          | 43<br>18%            | 40<br>21%            | 42<br>22%                  | 43<br>27% <i>copy</i> | 20<br>19%           | 52<br>25% <i>oy</i>                | 51<br>18%           | 59<br>20%             | 49<br>26% <i>oy</i> | 6<br>10%            | 4<br>1%                            | 47<br>5% <i>A</i>  |              |
| NET: 18-34      | 651<br>29% | 278<br>26%          | 373<br>33% <i>a</i> | -          | 284<br>100% <i>fg</i><br><i>hi</i> | 367<br>100% <i>fghi</i> | -                                  | -                       | -                                   | -                   | 185<br>32% <i>m</i> | 197<br>32% <i>m</i>  | 137<br>28%          | 130<br>24%                       | 39<br>21%          | 31<br>33% <i>nu</i>  | 88<br>36% <i>nuw</i> | 63<br>34% <i>nu</i>        | 61<br>32% <i>nu</i>   | 50<br>31% <i>nu</i> | 34<br>32% <i>u</i>                 | 38<br>18%           | 101<br>37% <i>nuw</i> | 77<br>26%           | 52<br>27% <i>u</i>  | 15<br>24%                          | 95<br>34%          | 349<br>38%   |
| NET: 35-54      | 743<br>34% | 373<br>35%          | 370<br>33%          | -          | -                                  | -                       | 363<br>100% <i>de</i><br><i>hi</i> | 380<br>100% <i>dehi</i> | -                                   | -                   | 159<br>27%          | 202<br>33% <i>j</i>  | 175<br>36% <i>j</i> | 207<br>39% <i>j</i>              | 61<br>33%          | 37<br>39%            | 87<br>35%            | 62<br>33%                  | 62<br>33%             | 48<br>30%           | 27<br>25%                          | 82<br>39% <i>tv</i> | 81<br>30%             | 104<br>35%          | 66<br>35%           | 26<br>41%                          | 132<br>47%         | 408<br>44%   |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 12  
Age  
Base: All respondents

|               | Gender     |             | Age        |           |           |             |              |              |                     | Social Grade        |             |            |            | Region      |                   |                |                |                            |                   |                   |             |                  |            | Employment Sector |                |                        |            |             |
|---------------|------------|-------------|------------|-----------|-----------|-------------|--------------|--------------|---------------------|---------------------|-------------|------------|------------|-------------|-------------------|----------------|----------------|----------------------------|-------------------|-------------------|-------------|------------------|------------|-------------------|----------------|------------------------|------------|-------------|
|               | Total      | Male (a)    | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e)   | 35-44 (f)    | 45-54 (g)    | 55-64 (h)           | 65+ (i)             | AB (j)      | C1 (k)     | C2 (l)     | DE (m)      | Scotland (n)      | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t)   | East-ern (u)     | London (v) | South East (w)    | South West (x) | North-ern Ire-land (y) | Public (A) | Private (B) |
| Weighted base | 2212       | 1082        | 1130       | 38*       | 284       | 367         | 363          | 380          | 312                 | 469                 | 583         | 608        | 484        | 537         | 185               | 94*            | 247            | 189                        | 191               | 161               | 107*        | 208              | 275        | 300               | 191            | 64*                    | 282        | 924         |
| NET: 55+      | 781<br>35% | 415<br>38%b | 366<br>32% | -         | -         | -           | -            | -            | 312<br>100%de<br>fg | 469<br>100%def<br>g | 227<br>39%k | 195<br>32% | 160<br>33% | 198<br>37%  | 79<br>43%opq<br>v | 26<br>27%      | 67<br>27%      | 61<br>32%                  | 65<br>34%         | 59<br>36%         | 46<br>43%op | 86<br>42%opv     | 87<br>32%  | 109<br>36%p       | 72<br>38%p     | 23<br>35%              | 54<br>19%  | 164<br>18%  |
| Average age   | 46.49      | 48.15b      | 44.89      | 16.82     | 21.74     | 30.13d<br>e | 39.52d<br>ef | 49.68d<br>ef | 59.47d<br>efg       | 70.80d<br>efgh      | 47.75k      | 44.56      | 45.46      | 48.22k<br>l | 49.66o<br>pqr     | 43.26          | 44.02          | 45.72                      | 45.53             | 46.56             | 46.83       | 51.00o<br>pqrsvw | 44.24      | 46.61             | 47.55          | 47.11                  | 42.00      | 40.87       |

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 12  
Age  
Base: All respondents

|                 | Total      | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|-----------------|------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                 |            | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base | 2212       | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base   | 2212       | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| 16-17           | 38<br>2%   | 2<br>1%                                 | 1<br>*         | -<br>-                       | 3<br>1%        | 6<br>1%                                   | 9<br>2%        | 4<br>2%                              | 4<br>1%        |
| 18-24           | 284<br>13% | 25<br>11%b                              | 25<br>6%       | 54<br>24%d                   | 34<br>8%       | 82<br>20%f                                | 60<br>11%      | 49<br>30%h                           | 45<br>15%      |
| 25-34           | 367<br>17% | 55<br>25%b                              | 49<br>12%      | 56<br>25%                    | 81<br>18%      | 86<br>21%f                                | 72<br>13%      | 41<br>25%                            | 57<br>19%      |
| 35-44           | 363<br>16% | 37<br>17%                               | 87<br>22%      | 37<br>16%                    | 98<br>22%      | 83<br>20%                                 | 98<br>18%      | 28<br>17%                            | 54<br>18%      |
| 45-54           | 380<br>17% | 30<br>14%                               | 88<br>22%a     | 27<br>12%                    | 82<br>18%      | 58<br>14%                                 | 90<br>17%      | 11<br>7%                             | 47<br>16%g     |
| 55-64           | 312<br>14% | 28<br>13%                               | 74<br>18%      | 29<br>13%                    | 61<br>14%      | 41<br>10%                                 | 100<br>18%e    | 16<br>10%                            | 50<br>17%      |
| 65+             | 469<br>21% | 39<br>18%                               | 80<br>20%      | 21<br>9%                     | 87<br>19%c     | 53<br>13%                                 | 115<br>21%e    | 15<br>9%                             | 46<br>15%      |
| NET: 18-34      | 651<br>29% | 79<br>37%b                              | 74<br>18%      | 110<br>49%d                  | 114<br>26%     | 168<br>41%f                               | 133<br>24%     | 90<br>55%h                           | 102<br>34%     |
| NET: 35-54      | 743<br>34% | 67<br>31%                               | 175<br>43%a    | 64<br>29%                    | 180<br>40%c    | 141<br>35%                                | 188<br>35%     | 39<br>24%                            | 101<br>33%g    |
| NET: 55+        | 781<br>35% | 67<br>31%                               | 155<br>38%     | 50<br>22%                    | 148<br>33%c    | 94<br>23%                                 | 215<br>39%e    | 31<br>19%                            | 96<br>32%g     |
| Average age     | 46.49      | 44.20                                   | 49.15a         | 39.55                        | 47.00c         | 40.92                                     | 47.87e         | 36.79                                | 44.28g         |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h



## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 13  
Social Grade  
Base: All respondents

|                 | Gender      |             |             | Age       |               |               |              |               |               |               | Social Grade   |                |                |               | Region        |                |                |                            |                   |                   |             |              |               |                |                | Employment Sector      |             |             |
|-----------------|-------------|-------------|-------------|-----------|---------------|---------------|--------------|---------------|---------------|---------------|----------------|----------------|----------------|---------------|---------------|----------------|----------------|----------------------------|-------------------|-------------------|-------------|--------------|---------------|----------------|----------------|------------------------|-------------|-------------|
|                 | Total       | Male (a)    | Female (b)  | 16-17 (c) | 18-24 (d)     | 25-34 (e)     | 35-44 (f)    | 45-54 (g)     | 55-64 (h)     | 65+ (i)       | AB (j)         | C1 (k)         | C2 (l)         | DE (m)        | Scotland (n)  | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t)   | East-ern (u) | London (v)    | South East (w) | South West (x) | North-ern Ire-land (y) | Public (A)  | Private (B) |
| Unweighted base | 2212        | 1096        | 1116        | 29        | 213           | 391           | 376          | 428           | 300           | 475           | 707            | 618            | 363            | 524           | 215           | 87             | 229            | 208                        | 156               | 154               | 114         | 229          | 283           | 312            | 171            | 54                     | 304         | 985         |
| Weighted base   | 2212        | 1082        | 1130        | 38*       | 284           | 367           | 363          | 380           | 312           | 469           | 583            | 608            | 484            | 537           | 185           | 94*            | 247            | 189                        | 191               | 161               | 107*        | 208          | 275           | 300            | 191            | 64*                    | 282         | 924         |
| A               | 158<br>7%   | 95<br>9%b   | 63<br>6%    | 5<br>13%  | 26<br>9%gh    | 26<br>7%      | 20<br>6%     | 17<br>4%      | 11<br>4%      | 53<br>11%fgh  | 158<br>27%klm  | -              | -              | -             | 16<br>9%      | 9<br>10%       | 19<br>8%       | 13<br>7%                   | 12<br>6%          | 10<br>6%          | 5<br>4%     | 8<br>4%      | 20<br>7%      | 31<br>10%u     | 10<br>5%       | 6<br>9%                | 12<br>4%    | 70<br>8%    |
| B               | 425<br>19%  | 238<br>22%b | 187<br>17%  | 7<br>18%  | 49<br>17%     | 84<br>23%fgh  | 60<br>17%    | 62<br>16%     | 42<br>13%     | 121<br>26%dfg | 425<br>73%klm  | -              | -              | -             | 36<br>20%x    | 11<br>12%      | 47<br>19%      | 27<br>14%                  | 47<br>25%oqx      | 33<br>20%x        | 16<br>15%   | 40<br>19%    | 67<br>24%oqx  | 66<br>22%x     | 21<br>11%      | 14<br>22%              | 69<br>25%B  | 173<br>19%  |
| C1              | 608<br>27%  | 297<br>27%  | 310<br>27%  | 13<br>35% | 102<br>36%egi | 95<br>26%     | 100<br>28%   | 102<br>27%    | 92<br>30%i    | 103<br>22%    | -              | 608<br>100%jlm | -              | -             | 58<br>31%o    | 16<br>16%      | 61<br>25%      | 57<br>30%o                 | 51<br>27%         | 36<br>22%         | 24<br>22%   | 55<br>26%    | 81<br>29%o    | 90<br>30%o     | 58<br>31%o     | 21<br>33%o             | 104<br>37%B | 272<br>29%  |
| C2              | 484<br>22%  | 230<br>21%  | 254<br>22%  | 12<br>31% | 55<br>19%     | 82<br>22%     | 90<br>25%i   | 84<br>22%     | 79<br>25%i    | 81<br>17%     | -              | -              | 484<br>100%jkm | -             | 36<br>20%     | 21<br>22%      | 48<br>19%      | 53<br>28%vw                | 43<br>23%v        | 46<br>28%vw       | 30<br>28%v  | 51<br>24%v   | 39<br>14%     | 56<br>18%      | 52<br>27%vw    | 9<br>14%               | 69<br>24%   | 246<br>27%  |
| D               | 263<br>12%  | 114<br>11%  | 149<br>13%  | -         | 37<br>13%i    | 45<br>12%i    | 47<br>13%i   | 59<br>16%i    | 38<br>12%     | 37<br>8%      | -              | -              | -              | 263<br>49%jkl | 17<br>9%      | 21<br>22%nqr   | 40<br>16%sw    | 21<br>11%                  | 18<br>9%          | 13<br>8%          | 18<br>17%   | 28<br>13%    | 28<br>10%     | 28<br>9%       | 28<br>15%      | 3<br>5%                | 25<br>9%    | 156<br>17%A |
| E               | 274<br>12%  | 108<br>10%  | 166<br>15%a | 1<br>3%   | 14<br>5%      | 34<br>9%      | 45<br>12%d   | 57<br>15%de   | 50<br>16%de   | 74<br>16%de   | -              | -              | -              | 274<br>51%jkl | 22<br>12%     | 17<br>18%w     | 32<br>13%      | 18<br>10%                  | 19<br>10%         | 24<br>15%         | 15<br>14%   | 27<br>13%    | 39<br>14%     | 30<br>10%      | 21<br>11%      | 11<br>16%              | 2<br>1%     | 7<br>1%     |
| NET: AB         | 583<br>26%  | 333<br>31%b | 251<br>22%  | 12<br>31% | 75<br>26%h    | 110<br>30%fgh | 81<br>22%    | 79<br>21%     | 53<br>17%     | 174<br>37%df  | 583<br>100%klm | -              | -              | -             | 52<br>28%x    | 20<br>21%      | 66<br>27%x     | 40<br>21%                  | 60<br>31%qx       | 43<br>27%x        | 21<br>20%   | 48<br>23%    | 87<br>32%qtu  | 97<br>32%qtu   | 31<br>16%      | 20<br>32%x             | 82<br>29%   | 243<br>26%  |
| NET: ABC1       | 1191<br>54% | 630<br>58%b | 561<br>50%  | 25<br>66% | 177<br>62%fgh | 206<br>56%gh  | 180<br>50%   | 181<br>47%    | 146<br>47%    | 277<br>59%fg  | 583<br>100%lm  | 608<br>100%lm  | -              | -             | 109<br>59%otx | 36<br>38%      | 127<br>51%o    | 96<br>51%                  | 110<br>58%ot      | 79<br>49%         | 45<br>42%   | 103<br>49%   | 168<br>61%opq | 187<br>62%opq  | 90<br>47%      | 42<br>65%otx           | 186<br>66%B | 515<br>56%  |
| NET: C2DE       | 1021<br>46% | 452<br>42%  | 569<br>50%a | 13<br>34% | 106<br>38%    | 162<br>44%    | 182<br>50%di | 200<br>53%dei | 166<br>53%dei | 192<br>41%    | -              | -              | 484<br>100%jk  | 537<br>100%jk | 75<br>41%     | 59<br>62%npr   | 120<br>49%vw   | 92<br>49%vw                | 80<br>42%         | 82<br>51%vw       | 62<br>58%nr | 105<br>51%vw | 107<br>39%    | 113<br>38%     | 101<br>53%nr   | 23<br>35%              | 96<br>34%   | 409<br>44%A |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 13  
**Social Grade**  
**Base: All respondents**

|               | Gender     |            | Age         |           |           |           |           |               |            |            | Social Grade |        |        |                | Region       |                        |                |                            |                   |                   |            |              |            |                |                | Employment Sector      |            |              |
|---------------|------------|------------|-------------|-----------|-----------|-----------|-----------|---------------|------------|------------|--------------|--------|--------|----------------|--------------|------------------------|----------------|----------------------------|-------------------|-------------------|------------|--------------|------------|----------------|----------------|------------------------|------------|--------------|
|               | Total      | Male (a)   | Female (b)  | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g)     | 55-64 (h)  | 65+ (i)    | AB (j)       | C1 (k) | C2 (l) | DE (m)         | Scotland (n) | North East (o)         | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t)  | East-ern (u) | London (v) | South East (w) | South West (x) | North-ern Ire-land (y) | Public (A) | Pri-vate (B) |
| Weighted base | 2212       | 1082       | 1130        | 38*       | 284       | 367       | 363       | 380           | 312        | 469        | 583          | 608    | 484    | 537            | 185          | 94*                    | 247            | 189                        | 191               | 161               | 107*       | 208          | 275        | 300            | 191            | 64*                    | 282        | 924          |
| NET: DE       | 537<br>24% | 222<br>21% | 315<br>28%a | 1<br>3%   | 51<br>18% | 79<br>22% | 92<br>25% | 116<br>30%dei | 87<br>28%h | 111<br>24% | -            | -      | -      | 537<br>100%jkl | 39<br>21%    | 38<br>40%nqr<br>suvwxy | 72<br>29%w     | 39<br>21%                  | 37<br>19%         | 37<br>23%         | 32<br>30%w | 55<br>26%    | 67<br>25%  | 58<br>19%      | 49<br>26%      | 14<br>21%              | 27<br>10%  | 163<br>18%A  |

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 13  
**Social Grade**  
**Base: All respondents**

|                 | Total       | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|-----------------|-------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                 |             | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base | 2212        | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base   | 2212        | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| A               | 158<br>7%   | 27<br>12%b                              | 28<br>7%       | 18<br>8%                     | 37<br>8%       | 39<br>9%                                  | 42<br>8%       | 21<br>13%                            | 24<br>8%       |
| B               | 425<br>19%  | 42<br>19%                               | 95<br>24%      | 45<br>20%                    | 104<br>23%     | 86<br>21%                                 | 119<br>22%     | 51<br>31%                            | 73<br>24%      |
| C1              | 608<br>27%  | 47<br>22%                               | 109<br>27%     | 59<br>26%                    | 123<br>28%     | 96<br>23%                                 | 141<br>26%     | 39<br>24%                            | 87<br>29%      |
| C2              | 484<br>22%  | 60<br>28%b                              | 80<br>20%      | 61<br>27%                    | 93<br>21%      | 116<br>28%                                | 130<br>24%     | 38<br>23%                            | 60<br>20%      |
| D               | 263<br>12%  | 23<br>11%                               | 43<br>11%      | 22<br>10%                    | 47<br>10%      | 43<br>11%                                 | 52<br>10%      | 11<br>7%                             | 29<br>10%      |
| E               | 274<br>12%  | 17<br>8%                                | 50<br>12%      | 19<br>8%                     | 41<br>9%       | 30<br>7%                                  | 61<br>11%      | 4<br>3%                              | 30<br>10%g     |
| NET: AB         | 583<br>26%  | 68<br>32%                               | 123<br>30%     | 63<br>28%                    | 141<br>32%     | 125<br>30%                                | 161<br>30%     | 72<br>44%h                           | 97<br>32%      |
| NET: ABC1       | 1191<br>54% | 115<br>53%                              | 233<br>57%     | 121<br>54%                   | 264<br>59%     | 221<br>54%                                | 302<br>55%     | 110<br>68%                           | 184<br>61%     |
| NET: C2DE       | 1021<br>46% | 101<br>47%                              | 172<br>43%     | 102<br>46%                   | 182<br>41%     | 189<br>46%                                | 243<br>45%     | 53<br>32%                            | 119<br>39%     |
| NET: DE         | 537<br>24%  | 41<br>19%                               | 92<br>23%      | 41<br>18%                    | 88<br>20%      | 73<br>18%                                 | 113<br>21%     | 15<br>9%                             | 59<br>20%g     |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 14  
GO Region  
Base: All respondents

|                        | Gender     |            | Age        |           |                       |                        |                       |                        |                         | Social Grade           |           |           |                        | Region                 |  |                                       |  |  |  |  |           |  |            |                | Employment Sector |                       |            |             |
|------------------------|------------|------------|------------|-----------|-----------------------|------------------------|-----------------------|------------------------|-------------------------|------------------------|-----------|-----------|------------------------|------------------------|--|---------------------------------------|--|--|--|--|-----------|--|------------|----------------|-------------------|-----------------------|------------|-------------|
|                        | Total      | Male (a)   | Female (b) | 16-17 (c) | 18-24 (d)             | 25-34 (e)              | 35-44 (f)             | 45-54 (g)              | 55-64 (h)               | 65+ (i)                | AB (j)    | C1 (k)    | C2 (l)                 | DE (m)                 | Scotland (n)                           | North East (o)                        | North West (p)                         | Yorkshire & Humberside (g)             | West Midlands (r)                      | East Midlands (s)                      | Wales (t) | Eastern (u)                            | London (v) | South East (w) | South West (x)    | North-ern Ireland (y) | Public (A) | Private (B) |
| Unweighted base        | 2212       | 1096       | 1116       | 29        | 213                   | 391                    | 376                   | 428                    | 300                     | 475                    | 707       | 618       | 363                    | 524                    | 215                                    | 87                                    | 229                                    | 208                                    | 156                                    | 154                                    | 114       | 229                                    | 283        | 312            | 171               | 54                    | 304        | 985         |
| Weighted base          | 2212       | 1082       | 1130       | 38*       | 284                   | 367                    | 363                   | 380                    | 312                     | 469                    | 583       | 608       | 484                    | 537                    | 185                                    | 94*                                   | 247                                    | 189                                    | 191                                    | 161                                    | 107*      | 208                                    | 275        | 300            | 191               | 64*                   | 282        | 924         |
| Scotland               | 185<br>8%  | 100<br>9%  | 84<br>7%   | 6<br>15%  | 9<br>3%               | 30<br>8% <sup>d</sup>  | 27<br>7%              | 35<br>9% <sup>d</sup>  | 28<br>9% <sup>d</sup>   | 50<br>11% <sup>d</sup> | 52<br>9%  | 58<br>9%  | 36<br>8%               | 39<br>7%               | 185<br>100% <sup>opqr</sup><br>stuvwxy | -                                     | -                                      | -                                      | -                                      | -                                      | -         | -                                      | -          | -              | -                 | -                     | 26<br>9%   | 65<br>7%    |
| North East             | 94<br>4%   | 47<br>4%   | 47<br>4%   | 1<br>2%   | 16<br>6%              | 15<br>4%               | 24<br>7% <sup>i</sup> | 13<br>3%               | 14<br>4%                | 12<br>3%               | 20<br>3%  | 16<br>3%  | 21<br>4%               | 38<br>7% <sup>jk</sup> | -                                      | 94<br>100% <sup>npqr</sup><br>stuvwxy | -                                      | -                                      | -                                      | -                                      | -         | -                                      | -          | -              | -                 | -                     | 7<br>2%    | 40<br>4%    |
| North West             | 247<br>11% | 128<br>12% | 118<br>10% | 5<br>13%  | 38<br>14%             | 49<br>13% <sup>h</sup> | 46<br>13%             | 40<br>11%              | 24<br>8%                | 43<br>9%               | 66<br>11% | 61<br>10% | 48<br>10%              | 72<br>13%              | -                                      | -                                     | 247<br>100% <sup>noqr</sup><br>stuvwxy | -                                      | -                                      | -                                      | -         | -                                      | -          | -              | -                 | -                     | 34<br>12%  | 113<br>12%  |
| Yorkshire & Humberside | 189<br>9%  | 94<br>9%   | 95<br>8%   | 3<br>7%   | 25<br>9%              | 39<br>11%              | 25<br>7%              | 36<br>10%              | 21<br>7%                | 40<br>8%               | 40<br>7%  | 57<br>9%  | 53<br>11% <sup>j</sup> | 39<br>7%               | -                                      | -                                     | 189<br>100% <sup>nopr</sup><br>stuvwxy | -                                      | -                                      | -                                      | -         | -                                      | -          | -              | -                 | -                     | 32<br>11%  | 78<br>8%    |
| West Midlands          | 191<br>9%  | 103<br>10% | 88<br>8%   | 3<br>7%   | 30<br>11%             | 31<br>8%               | 34<br>9%              | 29<br>8%               | 23<br>7%                | 42<br>9%               | 60<br>10% | 51<br>8%  | 43<br>9%               | 37<br>7%               | -                                      | -                                     | -                                      | 191<br>100% <sup>nopq</sup><br>stuvwxy | -                                      | -                                      | -         | -                                      | -          | -              | -                 | -                     | 24<br>9%   | 84<br>9%    |
| East Midlands          | 161<br>7%  | 79<br>7%   | 82<br>7%   | 3<br>9%   | 23<br>8%              | 27<br>7%               | 20<br>6%              | 28<br>7%               | 15<br>5%                | 43<br>9% <sup>h</sup>  | 43<br>7%  | 36<br>6%  | 46<br>9%               | 37<br>7%               | -                                      | -                                     | -                                      | -                                      | 161<br>100% <sup>nopq</sup><br>rtuvwxy | -                                      | -         | -                                      | -          | -              | -                 | -                     | 17<br>6%   | 55<br>6%    |
| Wales                  | 107<br>5%  | 52<br>5%   | 55<br>5%   | -         | 19<br>7% <sup>g</sup> | 15<br>4%               | 18<br>5%              | 9<br>2%                | 26<br>8% <sup>egi</sup> | 20<br>4%               | 21<br>4%  | 24<br>4%  | 30<br>6%               | 32<br>6%               | -                                      | -                                     | -                                      | -                                      | -                                      | 107<br>100% <sup>nopq</sup><br>rsuvwxy | -         | -                                      | -          | -              | -                 | -                     | 15<br>5%   | 40<br>4%    |
| Eastern                | 208<br>9%  | 87<br>8%   | 121<br>11% | 2<br>5%   | 13<br>4%              | 25<br>7%               | 34<br>9% <sup>d</sup> | 48<br>13% <sup>d</sup> | 35<br>11% <sup>d</sup>  | 52<br>11% <sup>d</sup> | 48<br>8%  | 55<br>9%  | 51<br>11%              | 55<br>10%              | -                                      | -                                     | -                                      | -                                      | -                                      | -                                      | -         | 208<br>100% <sup>nopq</sup><br>rstvwxy | -          | -              | -                 | -                     | 23<br>8%   | 91<br>10%   |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 14  
GO Region  
Base: All respondents

|                  | Gender |          | Age        |           |           |           |           |           |           |         | Social Grade |        |        |        | Region       |                |                |                            |                   |                   |           |              |            |                | Employment Sector |                        |            |              |
|------------------|--------|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|---------|--------------|--------|--------|--------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------|------------|----------------|-------------------|------------------------|------------|--------------|
|                  | Total  | Male (a) | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g) | 55-64 (h) | 65+ (i) | AB (l)       | C1 (k) | C2 (l) | DE (m) | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u) | London (v) | South East (w) | South West (x)    | North-ern Ire-land (y) | Public (A) | Pri-vate (B) |
| Weighted base    | 2212   | 1082     | 1130       | 38*       | 284       | 367       | 363       | 380       | 312       | 469     | 583          | 608    | 484    | 537    | 185          | 94*            | 247            | 189                        | 191               | 161               | 107*      | 208          | 275        | 300            | 191               | 64*                    | 282        | 924          |
| London           | 275    | 128      | 147        | 5         | 38        | 63        | 41        | 40        | 36        | 51      | 87           | 81     | 39     | 67     | -            | -              | -              | -                          | -                 | -                 | -         | -            | 275        | -              | -                 | -                      | 30         | 134          |
|                  | 12%    | 12%      | 13%        | 14%       | 13%       | 17%fgi    | 11%       | 11%       | 12%       | 11%     | 15%l         | 13%l   | 8%     | 13%    | -            | -              | -              | -                          | -                 | -                 | -         | -            | 100%nopq   | -              | -                 | -                      | 11%        | 15%          |
| South East       | 300    | 152      | 148        | 10        | 35        | 43        | 54        | 50        | 50        | 59      | 97           | 90     | 56     | 58     | -            | -              | -              | -                          | -                 | -                 | -         | -            | 300        | -              | -                 | 36                     | 125        |              |
|                  | 14%    | 14%      | 13%        | 27%       | 12%       | 12%       | 15%       | 13%       | 16%       | 13%     | 17%lm        | 15%    | 11%    | 11%    | -            | -              | -              | -                          | -                 | -                 | -         | -            | 100%nopq   | -              | -                 | 13%                    | 14%        |              |
| South West       | 191    | 86       | 105        | -         | 33        | 19        | 31        | 35        | 23        | 49      | 31           | 58     | 52     | 49     | -            | -              | -              | -                          | -                 | -                 | -         | -            | -          | -              | 191               | 28                     | 73         |              |
|                  | 9%     | 8%       | 9%         | -         | 12%e      | 5%        | 9%        | 9%e       | 7%        | 11%e    | 5%           | 10%j   | 11%j   | 9%j    | -            | -              | -              | -                          | -                 | -                 | -         | -            | -          | -              | 100%nopq          | 10%                    | 8%         |              |
| Northern Ireland | 64     | 24       | 40         | -         | 4         | 11        | 9         | 17        | 16        | 6       | 20           | 21     | 9      | 14     | -            | -              | -              | -                          | -                 | -                 | -         | -            | -          | -              | -                 | 64                     | 11         | 27           |
|                  | 3%     | 2%       | 4%         | -         | 1%        | 3%        | 3%        | 4%i       | 5%di      | 1%      | 3%           | 4%     | 2%     | 3%     | -            | -              | -              | -                          | -                 | -                 | -         | -            | -          | -              | -                 | 100%nopq               | 4%         | 3%           |
|                  |        |          |            |           |           |           |           |           |           |         |              |        |        |        |              |                |                |                            |                   |                   |           |              |            |                |                   | rstuvwx                |            |              |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 14  
GO Region  
Base: All respondents

|                        | Total      | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                        | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|------------------------|------------|---|----------------|------------------------------|------------------------|---|----------------|--------------------------------------|----------------|
|                        |            | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d)         | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base        | 2212       | 223                                     | 416            | 210                          | 458                    | 395                                       | 551            | 172                                  | 314            |
| Weighted base          | 2212       | 216                                     | 405            | 224                          | 445                    | 410                                       | 545            | 163                                  | 303            |
| Scotland               | 185<br>8%  | 20<br>9%                                | 35<br>9%       | 13<br>6%                     | 34<br>8%               | 32<br>8%                                  | 41<br>8%       | 10<br>6%                             | 25<br>8%       |
| North East             | 94<br>4%   | 9<br>4%                                 | 11<br>3%       | 7<br>3%                      | 14<br>3%               | 10<br>3%                                  | 17<br>3%       | 6<br>4%                              | 13<br>4%       |
| North West             | 247<br>11% | 23<br>10%                               | 36<br>9%       | 30<br>13%                    | 44<br>10%              | 46<br>11%                                 | 45<br>8%       | 23<br>14%                            | 30<br>10%      |
| Yorkshire & Humberside | 189<br>9%  | 9<br>4%                                 | 32<br>8%       | 13<br>6%                     | 38<br>8%               | 25<br>6%                                  | 44<br>8%       | 11<br>7%                             | 31<br>10%      |
| West Midlands          | 191<br>9%  | 18<br>9%                                | 40<br>10%      | 29<br>13% <sup>d</sup>       | 29<br>6%               | 44<br>11%                                 | 56<br>10%      | 17<br>11%                            | 19<br>6%       |
| East Midlands          | 161<br>7%  | 13<br>6%                                | 45<br>11%      | 12<br>5%                     | 39<br>9%               | 33<br>8%                                  | 44<br>8%       | 13<br>8%                             | 18<br>6%       |
| Wales                  | 107<br>5%  | 8<br>4%                                 | 18<br>4%       | 12<br>5%                     | 22<br>5%               | 18<br>4%                                  | 32<br>6%       | 3<br>2%                              | 14<br>5%       |
| Eastern                | 208<br>9%  | 20<br>9%                                | 47<br>12%      | 24<br>11%                    | 54<br>12%              | 34<br>8%                                  | 54<br>10%      | 8<br>5%                              | 33<br>11%      |
| London                 | 275<br>12% | 49<br>23% <sup>b</sup>                  | 47<br>12%      | 36<br>16%                    | 66<br>15%              | 64<br>16%                                 | 68<br>12%      | 32<br>20%                            | 54<br>18%      |
| South East             | 300<br>14% | 25<br>12%                               | 63<br>16%      | 16<br>7%                     | 59<br>13% <sup>c</sup> | 61<br>15%                                 | 80<br>15%      | 25<br>15%                            | 36<br>12%      |
| South West             | 191<br>9%  | 15<br>7%                                | 26<br>6%       | 21<br>9%                     | 37<br>8%               | 30<br>7%                                  | 51<br>9%       | 15<br>9%                             | 28<br>9%       |
| Northern Ireland       | 64<br>3%   | 5<br>3%                                 | 5<br>1%        | 11<br>5%                     | 10<br>2%               | 13<br>3%                                  | 12<br>2%       | -                                    | 4<br>1%        |

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 15  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

|                 | Gender      |            |            | Age       |                     |                    |              |              |               |              | Social Grade  |             |              |               | Region       |                |                    |                            |                      |                   |              |                    |                             |                |                | Employment Sector      |            |             |
|-----------------|-------------|------------|------------|-----------|---------------------|--------------------|--------------|--------------|---------------|--------------|---------------|-------------|--------------|---------------|--------------|----------------|--------------------|----------------------------|----------------------|-------------------|--------------|--------------------|-----------------------------|----------------|----------------|------------------------|------------|-------------|
|                 | Total       | Male (a)   | Female (b) | 16-17 (c) | 18-24 (d)           | 25-34 (e)          | 35-44 (f)    | 45-54 (g)    | 55-64 (h)     | 65+ (i)      | AB (j)        | C1 (k)      | C2 (l)       | DE (m)        | Scotland (n) | North East (o) | North West (p)     | Yorkshire & Humberside (q) | West Midlands (r)    | East Midlands (s) | Wales (t)    | Eastern (u)        | London (v)                  | South East (w) | South West (x) | North-ern Ire-land (y) | Public (A) | Private (B) |
| Unweighted base | 2212        | 1096       | 1116       | 29        | 213                 | 391                | 376          | 428          | 300           | 475          | 707           | 618         | 363          | 524           | 215          | 87             | 229                | 208                        | 156                  | 154               | 114          | 229                | 283                         | 312            | 171            | 54                     | 304        | 985         |
| Weighted base   | 2212        | 1082       | 1130       | 38*       | 284                 | 367                | 363          | 380          | 312           | 469          | 583           | 608         | 484          | 537           | 185          | 94*            | 247                | 189                        | 191                  | 161               | 107*         | 208                | 275                         | 300            | 191            | 64*                    | 282        | 924         |
| Yes             | 1345<br>61% | 674<br>62% | 671<br>59% | 33<br>88% | 234<br>83%efg<br>hi | 249<br>68%fgh<br>i | 201<br>55%   | 206<br>54%   | 153<br>49%    | 268<br>57%h  | 436<br>75%klm | 380<br>63%m | 297<br>61%mn | 232<br>43%    | 97<br>53%    | 52<br>55%      | 163<br>66%nst<br>u | 113<br>60%                 | 135<br>71%nos<br>tux | 81<br>50%         | 54<br>50%    | 108<br>52%         | 207<br>75%nop<br>qstuw<br>x | 185<br>62%su   | 109<br>57%     | 41<br>63%              | 185<br>66% | 624<br>67%  |
| No              | 867<br>39%  | 408<br>38% | 460<br>41% | 4<br>12%  | 49<br>17%           | 118<br>32%d        | 162<br>45%de | 174<br>46%de | 159<br>51%dei | 201<br>43%de | 147<br>25%    | 227<br>37%j | 187<br>39%j  | 306<br>57%jkl | 87<br>47%prv | 43<br>45%rv    | 84<br>34%v         | 75<br>40%v                 | 56<br>29%            | 80<br>50%prv<br>w | 53<br>50%prv | 100<br>48%prv<br>w | 68<br>25%                   | 116<br>38%v    | 82<br>43%rv    | 24<br>37%              | 97<br>34%  | 301<br>33%  |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 15  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

|                 | Total       | Q.1 Made a complaint to Energy provider |                         | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                         | Q.1 Made a complaint to Rail company |                        |
|-----------------|-------------|---|-------------------------|------------------------------|----------------|---|-------------------------|--------------------------------------|------------------------|
|                 |             | Last 6 months (a)                       | Longer ago (b)          | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f)          | Last 6 months (g)                    | Longer ago (h)         |
| Unweighted base | 2212        | 223                                     | 416                     | 210                          | 458            | 395                                       | 551                     | 172                                  | 314                    |
| Weighted base   | 2212        | 216                                     | 405                     | 224                          | 445            | 410                                       | 545                     | 163                                  | 303                    |
| Yes             | 1345<br>61% | 149<br>69% <sup>b</sup>                 | 231<br>57%              | 155<br>69%                   | 276<br>62%     | 296<br>72% <sup>f</sup>                   | 331<br>61%              | 141<br>86% <sup>h</sup>              | 211<br>70%             |
| No              | 867<br>39%  | 67<br>31%                               | 174<br>43% <sup>a</sup> | 69<br>31%                    | 169<br>38%     | 114<br>28%                                | 214<br>39% <sup>e</sup> | 23<br>14%                            | 92<br>30% <sup>g</sup> |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h



## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 16  
**Tenure**  
**Base: All respondents**

|                                   | Gender |                  |                  | Age       |                    |                    |                    |                    |                    |                    | Social Grade       |                   |                  |                     | Region           |                  |                     |                        |                    |                   |                    |                    |                     |                  |                   | Employment Sector |                  |             |
|-----------------------------------|--------|------------------|------------------|-----------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|-------------------|------------------|---------------------|------------------|------------------|---------------------|------------------------|--------------------|-------------------|--------------------|--------------------|---------------------|------------------|-------------------|-------------------|------------------|-------------|
|                                   | Total  | Male (a)         | Female (b)       | 16-17 (c) | 18-24 (d)          | 25-34 (e)          | 35-44 (f)          | 45-54 (g)          | 55-64 (h)          | 65+ (i)            | AB (j)             | C1 (k)            | C2 (l)           | DE (m)              | Scotland (n)     | North East (o)   | North West (p)      | Yorkshire & Humber (q) | West Midlands (r)  | East Midlands (s) | Wales (t)          | East of London (u) | London (v)          | South East (w)   | South West (x)    | North Ireland (y) | Public (A)       | Private (B) |
| Unweighted base                   | 2212   | 1096             | 1116             | 29        | 213                | 391                | 376                | 428                | 300                | 475                | 707                | 618               | 363              | 524                 | 215              | 87               | 229                 | 208                    | 156                | 154               | 114                | 229                | 283                 | 312              | 171               | 54                | 304              | 985         |
| Weighted base                     | 2212   | 1082             | 1130             | 38*       | 284                | 367                | 363                | 380                | 312                | 469                | 583                | 608               | 484              | 537                 | 185              | 94*              | 247                 | 189                    | 191                | 161               | 107*               | 208                | 275                 | 300              | 191               | 64*               | 282              | 924         |
| NET: Homeowners                   | 1421   | 745              | 676              | 33        | 141                | 198                | 223                | 245                | 216                | 364                | 464                | 400               | 332              | 225                 | 116              | 57               | 156                 | 119                    | 145                | 103               | 64                 | 141                | 151                 | 203              | 121               | 45                | 190              | 599         |
|                                   | 64%    | 69%b             | 60%              | 87%       | 50%                | 54%                | 62% <sup>d</sup>   | 65% <sup>de</sup>  | 69% <sup>de</sup>  | 78% <sup>def</sup> | 80% <sup>klm</sup> | 66% <sup>m</sup>  | 69% <sup>m</sup> | 42%                 | 63%              | 61%              | 63%                 | 63%                    | 76% <sup>nop</sup> | 64%               | 59%                | 68% <sup>v</sup>   | 55%                 | 67% <sup>v</sup> | 63%               | 70%               | 68%              | 65%         |
| Owned outright - without mortgage | 715    | 375              | 340              | 13        | 51                 | 57                 | 48                 | 90                 | 131                | 324                | 234                | 202               | 144              | 135                 | 57               | 26               | 76                  | 62                     | 65                 | 46                | 31                 | 84                 | 77                  | 103              | 67                | 19                | 50               | 215         |
|                                   | 32%    | 35% <sup>b</sup> | 30%              | 36%       | 18%                | 15%                | 13%                | 24% <sup>ef</sup>  | 42% <sup>def</sup> | 69% <sup>def</sup> | 40% <sup>klm</sup> | 33% <sup>m</sup>  | 30%              | 25%                 | 31%              | 28%              | 31%                 | 33%                    | 34%                | 29%               | 29%                | 41% <sup>psv</sup> | 28%                 | 34%              | 35%               | 29%               | 18%              | 23%         |
| Owned with a mortgage or loan     | 706    | 370              | 336              | 19        | 90                 | 141                | 175                | 155                | 85                 | 40                 | 230                | 198               | 188              | 91                  | 59               | 31               | 80                  | 57                     | 80                 | 57                | 33                 | 56                 | 74                  | 100              | 54                | 26                | 140              | 384         |
|                                   | 32%    | 34% <sup>b</sup> | 30%              | 52%       | 32% <sup>i</sup>   | 39% <sup>hi</sup>  | 48% <sup>deh</sup> | 41% <sup>dhi</sup> | 27% <sup>i</sup>   | 9%                 | 39% <sup>km</sup>  | 33% <sup>m</sup>  | 39% <sup>m</sup> | 17%                 | 32%              | 33%              | 32%                 | 30%                    | 42% <sup>quv</sup> | 36%               | 30%                | 27%                | 27%                 | 33%              | 28%               | 40%               | 50% <sup>B</sup> | 42%         |
| NET: Renters                      | 746    | 313              | 433              | 3         | 123                | 160                | 135                | 132                | 92                 | 101                | 110                | 196               | 139              | 301                 | 66               | 35               | 85                  | 65                     | 42                 | 52                | 40                 | 63                 | 117                 | 95               | 70                | 16                | 87               | 306         |
|                                   | 34%    | 29%              | 38% <sup>a</sup> | 9%        | 43% <sup>hi</sup>  | 43% <sup>ghi</sup> | 37% <sup>i</sup>   | 35% <sup>i</sup>   | 29% <sup>i</sup>   | 22%                | 19%                | 32% <sup>j</sup>  | 29% <sup>j</sup> | 56% <sup>ijkl</sup> | 36% <sup>r</sup> | 37% <sup>r</sup> | 35% <sup>r</sup>    | 34% <sup>r</sup>       | 22%                | 32%               | 37% <sup>r</sup>   | 30%                | 43% <sup>ruw</sup>  | 32%              | 37% <sup>r</sup>  | 24%               | 31%              | 33%         |
| Rented from the council           | 323    | 124              | 199              | -         | 35                 | 61                 | 57                 | 64                 | 48                 | 57                 | 35                 | 61                | 60               | 167                 | 36               | 19               | 22                  | 27                     | 22                 | 25                | 23                 | 26                 | 48                  | 45               | 22                | 9                 | 29               | 122         |
|                                   | 15%    | 11%              | 18% <sup>a</sup> | -         | 12%                | 17%                | 16%                | 17%                | 16%                | 12%                | 6%                 | 10% <sup>j</sup>  | 12% <sup>j</sup> | 31% <sup>ijkl</sup> | 19% <sup>p</sup> | 20% <sup>p</sup> | 9%                  | 14%                    | 11%                | 15%               | 22% <sup>pru</sup> | 12%                | 17% <sup>p</sup>    | 15% <sup>p</sup> | 11%               | 14%               | 10%              | 13%         |
| Rented from a housing association | 145    | 60               | 85               | 3         | 24                 | 23                 | 16                 | 32                 | 26                 | 20                 | 16                 | 32                | 35               | 62                  | 11               | 4                | 32                  | 10                     | 4                  | 6                 | 6                  | 15                 | 22                  | 20               | 1                 | 21                | 40               |             |
|                                   | 7%     | 6%               | 8%               | 9%        | 8%                 | 6%                 | 5%                 | 8% <sup>fi</sup>   | 8% <sup>i</sup>    | 4%                 | 3%                 | 5% <sup>j</sup>   | 7% <sup>j</sup>  | 12% <sup>jk</sup>   | 6%               | 4%               | 13% <sup>noqr</sup> | 5%                     | 2%                 | 3%                | 6%                 | 7% <sup>r</sup>    | 5%                  | 7% <sup>r</sup>  | 11% <sup>rs</sup> | 2%                | 8% <sup>B</sup>  | 4%          |
| Rented from someone else          | 278    | 129              | 149              | -         | 64                 | 75                 | 61                 | 36                 | 18                 | 24                 | 59                 | 104               | 43               | 72                  | 19               | 12               | 32                  | 28                     | 17                 | 22                | 10                 | 22                 | 55                  | 28               | 28                | 5                 | 36               | 144         |
|                                   | 13%    | 12%              | 13%              | -         | 23% <sup>ghi</sup> | 20% <sup>ghi</sup> | 17% <sup>ghi</sup> | 10% <sup>i</sup>   | 6%                 | 5%                 | 10%                | 17% <sup>jl</sup> | 9%               | 13%                 | 10%              | 13%              | 13%                 | 15%                    | 9%                 | 13%               | 9%                 | 11%                | 20% <sup>nrtu</sup> | 9%               | 15%               | 8%                | 13%              | 16%         |
| Rent free                         | 46     | 24               | 21               | 1         | 20                 | 10                 | 4                  | 3                  | 4                  | 4                  | 9                  | 12                | 14               | 11                  | 2                | 2                | 6                   | 5                      | 3                  | 6                 | 4                  | 6                  | 3                   | -                | 4                 | 5                 | 19               |             |
|                                   | 2%     | 2%               | 2%               | 3%        | 7% <sup>efgh</sup> | 3%                 | 1%                 | 1%                 | 1%                 | 1%                 | 2%                 | 2%                | 3%               | 2%                  | 1%               | 2%               | 2%                  | 2% <sup>x</sup>        | 2%                 | 4% <sup>x</sup>   | 4% <sup>x</sup>    | 2%                 | 2%                  | 1%               | -                 | 4% <sup>wx</sup>  | 2%               | 2%          |

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 16  
Tenure  
Base: All respondents

|                                   | Total | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                  | Q.1 Made a complaint to Non-food retailer |                  | Q.1 Made a complaint to Rail company |                |
|-----------------------------------|-------|---|----------------|------------------------------|------------------|---|------------------|--------------------------------------|----------------|
|                                   |       | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d)   | Last 6 months (e)                         | Longer ago (f)   | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base                   | 2212  | 223                                     | 416            | 210                          | 458              | 395                                       | 551              | 172                                  | 314            |
| Weighted base                     | 2212  | 216                                     | 405            | 224                          | 445              | 410                                       | 545              | 163                                  | 303            |
| NET: Homeowners                   | 1421  | 132                                     | 273            | 131                          | 318              | 281                                       | 377              | 113                                  | 196            |
|                                   | 64%   | 61%                                     | 67%            | 59%                          | 71% <sup>c</sup> | 68%                                       | 69%              | 69%                                  | 65%            |
| Owned outright - without mortgage | 715   | 58                                      | 132            | 57                           | 147              | 111                                       | 201              | 44                                   | 108            |
|                                   | 32%   | 27%                                     | 32%            | 25%                          | 33%              | 27%                                       | 37% <sup>e</sup> | 27%                                  | 36%            |
| Owned with a mortgage or loan     | 706   | 74                                      | 141            | 74                           | 170              | 169                                       | 177              | 69                                   | 88             |
|                                   | 32%   | 34%                                     | 35%            | 33%                          | 38%              | 41% <sup>f</sup>                          | 32%              | 42% <sup>h</sup>                     | 29%            |
| NET: Renters                      | 746   | 79                                      | 131            | 83                           | 124              | 122                                       | 156              | 48                                   | 99             |
|                                   | 34%   | 36%                                     | 32%            | 37% <sup>d</sup>             | 28%              | 30%                                       | 29%              | 29%                                  | 33%            |
| Rented from the council           | 323   | 33                                      | 60             | 32                           | 48               | 51  | 69               | 11                                   | 31             |
|                                   | 15%   | 15%                                     | 15%            | 14%                          | 11%              | 13%                                       | 13%              | 7%                                   | 10%            |
| Rented from a housing association | 145   | 13                                      | 22             | 17                           | 26               | 16  | 24               | 6                                    | 15             |
|                                   | 7%    | 6%                                      | 5%             | 8%                           | 6%               | 4%  | 4%               | 4%                                   | 5%             |
| Rented from someone else          | 278   | 32                                      | 49             | 33                           | 50               | 54  | 62               | 30                                   | 53             |
|                                   | 13%   | 15%                                     | 12%            | 15%                          | 11%              | 13%                                       | 11%              | 18%                                  | 18%            |
| Rent free                         | 46    | 5                                       | 1              | 10                           | 3                | 7   | 12               | 3                                    | 7              |
|                                   | 2%    | 2% <sup>b</sup>                         | *              | 4% <sup>d</sup>              | 1%               | 2%  | 2%               | 2%                                   | 2%             |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 17  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

|   | Gender      |             | Age         |           |               |               |               |               |               |               | Social Grade  |              |              |              |              | Region         |                |                            |                   |                   |              |              |               |                |                | Employment Sector      |            |             |
|---|-------------|-------------|-------------|-----------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|--------------|--------------|---------------|----------------|----------------|------------------------|------------|-------------|
|   | Total       | Male (a)    | Female (b)  | 16-17 (c) | 18-24 (d)     | 25-34 (e)     | 35-44 (f)     | 45-54 (g)     | 55-64 (h)     | 65+ (i)       | AB (j)        | C1 (k)       | C2 (l)       | DE (m)       | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t)    | East-ern (u) | London (v)    | South East (w) | South West (x) | North-ern Ire-land (y) | Public (A) | Private (B) |
| Unweighted base   | 2212        | 1096        | 1116        | 29        | 213           | 391           | 376           | 428           | 300           | 475           | 707           | 618          | 363          | 524          | 215          | 87             | 229            | 208                        | 156               | 154               | 114          | 229          | 283           | 312            | 171            | 54                     | 304        | 985         |
| Weighted base   | 2212        | 1082        | 1130        | 38*       | 284           | 367           | 363           | 380           | 312           | 469           | 583           | 608          | 484          | 537          | 185          | 94*            | 247            | 189                        | 191               | 161               | 107*         | 208          | 275           | 300            | 191            | 64*                    | 282        | 924         |
| No formal education   | 22<br>1%    | 13<br>1%    | 9<br>1%     | -         | -             | 3<br>1%       | 5<br>1%       | 3<br>1%       | 1<br>*        | 11<br>2%dh    | 1<br>*        | 3<br>1%      | 3<br>1%      | 15<br>3%jkl  | 2<br>1%      | -              | 3<br>1%        | 2<br>1%                    | 4<br>2%v          | 5<br>3%vw         | 1<br>1%      | 2<br>1%      | -             | 1<br>*         | 1<br>*         | 2<br>3%vw              | -          | 3<br>*      |
| Primary   | 15<br>1%    | 8<br>1%     | 7<br>1%     | -         | 2<br>1%       | 1<br>*        | 4<br>1%g      | -             | 2<br>1%       | 6<br>1%g      | 1<br>*        | -            | 5<br>1%k     | 8<br>2%jk    | 1<br>1%      | -              | 1<br>1%        | 2<br>1%                    | 1<br>*            | -                 | 2<br>2%      | 3<br>1%      | 1<br>*        | 2<br>1%        | 1<br>1%        | -                      | -          | 4<br>*      |
| Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc. | 1207<br>55% | 530<br>49%  | 676<br>60%a | 28<br>75% | 127<br>45%    | 140<br>38%    | 177<br>49%e   | 249<br>66%def | 217<br>70%def | 268<br>57%def | 199<br>34%    | 314<br>52%j  | 323<br>67%jk | 371<br>69%jk | 93<br>50%v   | 56<br>59%v     | 135<br>55%v    | 97<br>51%v                 | 98<br>51%v        | 99<br>62%nv       | 75<br>70%npq | 124<br>60%v  | 108<br>39%    | 177<br>59%v    | 111<br>58%v    | 33<br>51%              | 130<br>46% | 484<br>52%  |
| University degree or equivalent professional qualification, NVQ level 4, etc.                     | 659<br>30%  | 361<br>33%b | 298<br>26%  | -         | 78<br>28%     | 158<br>43%dfg | 128<br>35%ghi | 91<br>24%     | 70<br>23%     | 133<br>28%    | 246<br>42%klm | 198<br>33%lm | 118<br>24%lm | 96<br>18%    | 57<br>31%t   | 26<br>28%      | 73<br>29%      | 65<br>35%t                 | 55<br>29%         | 43<br>26%         | 21<br>19%    | 61<br>29%    | 103<br>37%stw | 86<br>29%      | 52<br>27%      | 17<br>27%              | 102<br>36% | 317<br>34%  |
| Higher university degree, doctorate, MBA, NVQ level 5, etc.                                       | 219<br>10%  | 132<br>12%b | 87<br>8%    | -         | 24<br>8%      | 52<br>14%ghi  | 44<br>12%h    | 35<br>9%      | 20<br>6%      | 43<br>9%      | 115<br>20%klm | 59<br>10%lm  | 25<br>5%     | 19<br>4%     | 25<br>14%qsu | 6<br>6%        | 29<br>12%      | 11<br>6%                   | 22<br>12%         | 10<br>6%          | 8<br>7%      | 15<br>7%     | 40<br>15%qsuw | 26<br>9%       | 17<br>9%       | 12<br>18%oqs           | 47<br>17%B | 99<br>11%   |
| Still in full time education  | 68<br>3%    | 24<br>2%    | 44<br>4%a   | 10<br>25% | 50<br>18%efgh | 7<br>2%ghi    | 1<br>*        | -             | -             | -             | 18<br>3%      | 29<br>5%l    | 7<br>2%      | 14<br>3%     | 6<br>3%      | 4<br>5%        | 5<br>2%        | 9<br>5%rs                  | 9<br>4%           | 1<br>1%           | 1<br>1%      | 4<br>2%      | 14<br>5%rs    | 7<br>2%        | 7<br>4%        | -                      | *          | 11<br>1%    |
| Don't know  | 4<br>*      | 3<br>*      | 1<br>*      | -         | -             | 1<br>*        | -             | -             | -             | 3<br>1%       | -             | 1<br>*       | -            | 3<br>1%      | -            | -              | -              | -                          | 2<br>1%           | 1<br>*            | -            | -            | -             | -              | 1<br>1%        | -                      | -          | -           |
| Prefer not to answer  | 19<br>1%    | 12<br>1%    | 8<br>1%     | -         | 2<br>1%       | 5<br>1%       | 4<br>1%       | 1<br>*        | 2<br>1%       | 5<br>1%       | 3<br>1%       | 3<br>1%      | 2<br>*       | 11<br>2%jkl  | -            | 2<br>2%u       | 1<br>*         | 2<br>1%                    | 1<br>*            | 3<br>2%           | -            | -            | 9<br>3%npuw   | 1<br>*         | -              | -                      | 2<br>1%    | 5<br>1%     |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 17  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

|   | Total       | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|---|-------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|   |             | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base   | 2212        | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base   | 2212        | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| No formal education   | 22<br>1%    | 2<br>1%                                 | 5<br>1%        | 2<br>1%                      | 1<br>*         | 1<br>*                                    | 2<br>*         | -                                    | -              |
| Primary   | 15<br>1%    | 2<br>1%                                 | 3<br>1%        | 1<br>*                       | 4<br>1%        | 1<br>*                                    | 4<br>1%        | 1<br>1%                              | 1<br>*         |
| Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc. | 1207<br>55% | 83<br>39%                               | 204<br>50%a    | 93<br>42%                    | 213<br>48%     | 173<br>42%                                | 279<br>51%e    | 53<br>32%                            | 116<br>38%     |
| University degree or equivalent professional qualification, NVQ level 4, etc.                     | 659<br>30%  | 85<br>39%                               | 134<br>33%     | 78<br>35%                    | 160<br>36%     | 152<br>37%                                | 177<br>32%     | 68<br>41%                            | 123<br>41%     |
| Higher university degree, doctorate, MBA, NVQ level 5, etc.                                       | 219<br>10%  | 37<br>17%                               | 51<br>13%      | 36<br>16%                    | 54<br>12%      | 57<br>14%                                 | 62<br>11%      | 28<br>17%                            | 49<br>16%      |
| Still in full time education  | 68<br>3%    | 4<br>2%                                 | 4<br>1%        | 10<br>5%d                    | 7<br>2%        | 19<br>5%                                  | 16<br>3%       | 11<br>7%                             | 11<br>4%       |
| Don't know  | 4<br>*      | -                                       | -              | -                            | 2<br>*         | 1<br>*                                    | -              | -                                    | -              |
| Prefer not to answer  | 19<br>1%    | 3<br>1%                                 | 4<br>1%        | 3<br>1%                      | 4<br>1%        | 4<br>1%                                   | 5<br>1%        | 2<br>1%                              | 3<br>1%        |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 18  
**Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?**  
**Base: All respondents**

|  | Gender |          | Age        |           |           |           |           |           |           | Social Grade |        |        |        |        | Region       |                |                |                            |                   |                   |           |              |            |                | Employment Sector |                        |            |             |
|--|--------|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|--------|--------|--------|--------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------|------------|----------------|-------------------|------------------------|------------|-------------|
|  | Total  | Male (a) | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g) | 55-64 (h) | 65+ (i)      | AB (j) | C1 (k) | C2 (l) | DE (m) | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u) | London (v) | South East (w) | South West (x)    | North-ern Ire-land (y) | Public (A) | Private (B) |
| Unweighted base  | 2212   | 1096     | 1116       | 29        | 213       | 391       | 376       | 428       | 300       | 475          | 707    | 618    | 363    | 524    | 215          | 87             | 229            | 208                        | 156               | 154               | 114       | 229          | 283        | 312            | 171               | 54                     | 304        | 985         |
| Weighted base  | 2212   | 1082     | 1130       | 38*       | 284       | 367       | 363       | 380       | 312       | 469          | 583    | 608    | 484    | 537    | 185          | 94*            | 247            | 189                        | 191               | 161               | 107*      | 208          | 275        | 300            | 191               | 64*                    | 282        | 924         |
| Yes - responsible for half or more of the items bought | 1955   | 915      | 1040       | 6         | 192       | 341       | 340       | 364       | 291       | 422          | 487    | 529    | 438    | 501    | 171          | 76             | 215            | 159                        | 166               | 145               | 93        | 194          | 251        | 259            | 168               | 57                     | 248        | 854         |
|  | 88%    | 85%      | 92%a       | 15%       | 68%       | 93%d      | 94%d      | 96%di     | 93%d      | 90%d         | 84%    | 87%    | 90%j   | 93%jk  | 93%oqw       | 81%            | 87%            | 84%                        | 87%               | 90%               | 87%       | 93%oqw       | 92%oq      | 86%            | 88%               | 88%                    | 88%        | 92%A        |
| No - not responsible for most of the items bought      | 257    | 166      | 90         | 32        | 92        | 26        | 22        | 17        | 21        | 47           | 96     | 79     | 46     | 36     | 13           | 18             | 32             | 30                         | 25                | 15                | 14        | 14           | 23         | 41             | 23                | 8                      | 33         | 70          |
|  | 12%    | 15%b     | 8%         | 85%       | 32%efgh   | 7%        | 6%        | 4%        | 7%        | 10%g         | 16%lm  | 13%m   | 10%    | 7%     | 7%           | 19%n           | 13%            | 16%nuv                     | 13%               | 10%               | 13%       | 7%           | 8%         | 14%nu          | 12%               | 12%B                   | 8%         |             |

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 18

**Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?**

**Base: All respondents**

|  | Total       | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|--|-------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|  |             | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base  | 2212        | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base  | 2212        | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| Yes - responsible for half or more of the items bought | 1955<br>88% | 204<br>95%                              | 380<br>94%     | 198<br>89%                   | 412<br>92%     | 370<br>90%                                | 487<br>89%     | 144<br>88%                           | 267<br>88%     |
| No - not responsible for most of the items bought      | 257<br>12%  | 12<br>5%                                | 25<br>6%       | 25<br>11%                    | 34<br>8%       | 39<br>10%                                 | 59<br>11%      | 19<br>12%                            | 36<br>12%      |

**Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h**

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 19  
**How many cars are there in your household?**  
**Base: All respondents**

|                          | Gender      |             | Age         |           |                |             |               |              |             |               | Social Grade |              |              |                | Region         |                |                |                            |                   |                   |             |               |                        |                |                       | Employment Sector      |             |              |
|--------------------------|-------------|-------------|-------------|-----------|----------------|-------------|---------------|--------------|-------------|---------------|--------------|--------------|--------------|----------------|----------------|----------------|----------------|----------------------------|-------------------|-------------------|-------------|---------------|------------------------|----------------|-----------------------|------------------------|-------------|--------------|
|                          | Total       | Male (a)    | Female (b)  | 16-17 (c) | 18-24 (d)      | 25-34 (e)   | 35-44 (f)     | 45-54 (g)    | 55-64 (h)   | 65+ (i)       | AB (j)       | C1 (k)       | C2 (l)       | DE (m)         | Scotland (n)   | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t)   | East-ern (u)  | London (v)             | South East (w) | South West (x)        | North-ern Ire-land (y) | Public (A)  | Pri-vate (B) |
| Unweighted base          | 2212        | 1096        | 1116        | 29        | 213            | 391         | 376           | 428          | 300         | 475           | 707          | 618          | 363          | 524            | 215            | 87             | 229            | 208                        | 156               | 154               | 114         | 229           | 283                    | 312            | 171                   | 54                     | 304         | 985          |
| Weighted base            | 2212        | 1082        | 1130        | 38*       | 284            | 367         | 363           | 380          | 312         | 469           | 583          | 608          | 484          | 537            | 185            | 94*            | 247            | 189                        | 191               | 161               | 107*        | 208           | 275                    | 300            | 191                   | 64*                    | 282         | 924          |
| No cars in the household | 465<br>21%  | 197<br>18%  | 267<br>24%a | 4<br>10%  | 68<br>24%      | 86<br>23%   | 78<br>21%     | 84<br>22%    | 63<br>20%   | 82<br>18%     | 72<br>12%    | 135<br>22%jl | 46<br>9%     | 212<br>40%ijkl | 48<br>26%ruwxy | 15<br>16%      | 53<br>21%      | 38<br>20%                  | 26<br>13%         | 45<br>28%ruwxy    | 24<br>23%   | 32<br>15%     | 100<br>36%noprqtuvwxyz | 48<br>16%      | 28<br>14%             | 8<br>12%               | 38<br>13%   | 178<br>19%A  |
| NET: Any                 | 1747<br>79% | 884<br>82%b | 863<br>76%  | 34<br>90% | 216<br>76%     | 281<br>77%  | 285<br>79%    | 296<br>78%   | 249<br>80%  | 387<br>82%    | 512<br>88%km | 473<br>78%m  | 438<br>91%km | 325<br>60%     | 136<br>74%v    | 79<br>84%v     | 194<br>79%v    | 151<br>80%v                | 165<br>87%nsv     | 116<br>72%        | 83<br>77%v  | 176<br>85%nsv | 175<br>64%             | 252<br>84%nsv  | 163<br>86%nsv         | 57<br>88%nsv           | 244<br>87%B | 746<br>81%   |
| 1                        | 916<br>41%  | 481<br>44%b | 435<br>38%  | 12<br>32% | 56<br>20%      | 139<br>38%d | 171<br>47%deg | 147<br>39%d  | 141<br>45%d | 249<br>53%deg | 235<br>40%   | 240<br>40%   | 220<br>45%   | 221<br>41%     | 84<br>46%      | 51<br>54%rstxy | 102<br>41%     | 76<br>40%                  | 72<br>38%         | 56<br>35%         | 41<br>38%   | 98<br>47%s    | 112<br>41%             | 130<br>43%     | 72<br>38%             | 22<br>35%              | 109<br>39%  | 380<br>41%   |
| 2                        | 627<br>28%  | 309<br>29%  | 318<br>28%  | 18<br>47% | 79<br>28%      | 114<br>31%  | 100<br>28%    | 107<br>28%   | 92<br>30%   | 117<br>25%    | 204<br>35%km | 175<br>29%m  | 172<br>35%km | 76<br>14%      | 40<br>22%      | 15<br>16%      | 74<br>30%ov    | 54<br>29%ov                | 59<br>31%ov       | 38<br>23%         | 29<br>27%   | 56<br>27%     | 52<br>19%              | 99<br>33%nov   | 85<br>44%noprqtuvwxyz | 25<br>38%nov           | 98<br>35%   | 276<br>30%   |
| 3+                       | 205<br>9%   | 94<br>9%    | 110<br>10%  | 4<br>12%  | 81<br>29%efghi | 28<br>8%f   | 14<br>4%      | 42<br>11%fhi | 15<br>5%    | 20<br>4%      | 73<br>12%m   | 58<br>9%m    | 47<br>10%m   | 28<br>5%       | 12<br>6%       | 13<br>14%vx    | 18<br>7%       | 21<br>11%vx                | 33<br>18%npvwx    | 23<br>14%npv      | 13<br>12%vx | 22<br>10%vx   | 10<br>4%               | 23<br>8%       | 7<br>4%               | 10<br>15%vx            | 37<br>13%   | 90<br>10%    |

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 19  
**How many cars are there in your household?**  
**Base: All respondents**

|                          | Total       | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|--------------------------|-------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                          |             | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base          | 2212        | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base            | 2212        | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| No cars in the household | 465<br>21%  | 44<br>20%                               | 86<br>21%      | 41<br>18%                    | 85<br>19%      | 58<br>14%                                 | 86<br>16%      | 36<br>22%                            | 76<br>25%      |
| NET: Any                 | 1747<br>79% | 172<br>80%                              | 319<br>79%     | 182<br>82%                   | 360<br>81%     | 352<br>86%                                | 459<br>84%     | 128<br>78%                           | 227<br>75%     |
| 1                        | 916<br>41%  | 93<br>43%                               | 163<br>40%     | 80<br>36%                    | 179<br>40%     | 157<br>38%                                | 240<br>44%     | 71<br>43%                            | 103<br>34%     |
| 2                        | 627<br>28%  | 64<br>30%                               | 120<br>30%     | 75<br>34%                    | 143<br>32%     | 153<br>37%                                | 160<br>29%     | 35<br>22%                            | 92<br>30%      |
| 3+                       | 205<br>9%   | 15<br>7%                                | 36<br>9%       | 27<br>12%                    | 39<br>9%       | 42<br>10%                                 | 59<br>11%      | 22<br>13%                            | 32<br>11%      |

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h



## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 20  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

|                      | Gender      |            | Age         |           |                   |              |              |               |               |               | Social Grade |               |            |            |                      | Region         |                |                            |                      |                   |               |              |                          |                |                   | Employment Sector      |            |             |
|----------------------|-------------|------------|-------------|-----------|-------------------|--------------|--------------|---------------|---------------|---------------|--------------|---------------|------------|------------|----------------------|----------------|----------------|----------------------------|----------------------|-------------------|---------------|--------------|--------------------------|----------------|-------------------|------------------------|------------|-------------|
|                      | Total       | Male (a)   | Female (b)  | 16-17 (c) | 18-24 (d)         | 25-34 (e)    | 35-44 (f)    | 45-54 (g)     | 55-64 (h)     | 65+ (i)       | AB (j)       | C1 (k)        | C2 (l)     | DE (m)     | Scotland (n)         | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r)    | East Midlands (s) | Wales (t)     | East-ern (u) | London (v)               | South East (w) | South West (x)    | North-ern Ire-land (y) | Public (A) | Private (B) |
| Unweighted base      | 2212        | 1096       | 1116        | 29        | 213               | 391          | 376          | 428           | 300           | 475           | 707          | 618           | 363        | 524        | 215                  | 87             | 229            | 208                        | 156                  | 154               | 114           | 229          | 283                      | 312            | 171               | 54                     | 304        | 985         |
| Weighted base        | 2212        | 1082       | 1130        | 38*       | 284               | 367          | 363          | 380           | 312           | 469           | 583          | 608           | 484        | 537        | 185                  | 94*            | 247            | 189                        | 191                  | 161               | 107*          | 208          | 275                      | 300            | 191               | 64*                    | 282        | 924         |
| White                | 2001<br>90% | 985<br>91% | 1016<br>90% | 30<br>81% | 236<br>83%        | 296<br>81%   | 320<br>88%e  | 360<br>95%def | 301<br>96%def | 457<br>97%def | 522<br>89%   | 547<br>90%    | 440<br>91% | 492<br>92% | 181<br>98%prs<br>uvv | 92<br>97%prv   | 220<br>89%v    | 179<br>95%rv               | 166<br>87%v          | 148<br>92%v       | 105<br>98%prv | 195<br>94%rv | 189<br>69%               | 280<br>93%rv   | 183<br>96%pr<br>v | 64<br>100%prs<br>v     | 259<br>92% | 814<br>88%  |
| NET: BAME            | 190<br>9%   | 87<br>8%   | 102<br>9%   | 7<br>19%  | 41<br>14%ghi<br>i | 67<br>18%fgh | 40<br>11%ghi | 18<br>5%i     | 8<br>3%       | 8<br>2%       | 57<br>10%    | 51<br>8%      | 41<br>8%   | 41<br>8%   | 2<br>1%              | 3<br>3%        | 22<br>9%ntxy   | 8<br>4%                    | 23<br>12%noqt<br>uxy | 13<br>8%nx        | 2<br>2%       | 11<br>5%n    | 81<br>29%nopq<br>rstuwxy | 19<br>6%n      | 4<br>2%           | -                      | 22<br>8%   | 99<br>11%   |
| Mixed                | 44<br>2%    | 16<br>2%   | 27<br>2%    | -         | 11<br>4%hi        | 16<br>4%ghi  | 7<br>2%      | 5<br>1%       | 3<br>1%       | 3<br>1%       | 12<br>2%     | 9<br>1%       | 7<br>1%    | 16<br>3%   | -                    | 1<br>1%        | 3<br>1%        | -                          | 5<br>3%              | 4<br>2%           | 1<br>1%       | 7<br>3%nx    | 15<br>5%npqx             | 8<br>3%nq      | *                 | -                      | 3<br>1%    | 22<br>2%    |
| Asian                | 88<br>4%    | 46<br>4%   | 42<br>4%    | 3<br>8%   | 18<br>6%ghi       | 31<br>8%ghi  | 23<br>6%ghi  | 7<br>2%       | 3<br>1%       | 2<br>*        | 30<br>5%     | 20<br>3%      | 21<br>4%   | 17<br>3%   | 1<br>*               | -              | 12<br>5%nux    | 5<br>3%                    | 14<br>7%notu<br>x    | 8<br>5%nx         | 1<br>1%       | 3<br>1%      | 34<br>12%nopq<br>stuwxy  | 10<br>3%n      | 1<br>*            | -                      | 10<br>3%   | 54<br>6%    |
| Black                | 39<br>2%    | 21<br>2%   | 19<br>2%    | 1<br>4%   | 4<br>1%           | 15<br>4%ghi  | 8<br>2%      | 6<br>2%       | 2<br>1%       | 3<br>1%       | 10<br>2%     | 16<br>3%<br>m | 10<br>2%   | 4<br>1%    | -                    | *              | 5<br>2%        | *                          | 4<br>2%              | 1<br>1%           | -             | -            | 28<br>10%nopq<br>rstuwxy | 1<br>*         | 1<br>*            | -                      | 7<br>3%    | 19<br>2%    |
| Chinese              | 16<br>1%    | 4<br>*     | 12<br>1%    | 3<br>7%   | 8<br>3%fghi       | 3<br>1%      | 1<br>*       | 1<br>*        | -             | -             | 3<br>1%      | 6<br>1%       | 2<br>1%    | 4<br>1%    | 1<br>*               | 1<br>2%        | 2<br>1%        | 1<br>*                     | -                    | 1<br>1%           | 1<br>*        | 2<br>1%      | 5<br>2%                  | 1<br>*         | 2<br>1%           | -                      | 2<br>1%    | 3<br>*      |
| Other ethnic group   | 3<br>*      | -          | 3<br>*      | -         | -                 | 2<br>1%      | 1<br>*       | -             | -             | -             | 1<br>*       | 1<br>*        | 1<br>*     | -          | 1<br>*               | -              | -              | 1<br>*                     | 1<br>1%              | -                 | -             | -            | -                        | -              | -                 | -                      | 1<br>*     | 1<br>*      |
| Prefer not to answer | 21<br>1%    | 10<br>1%   | 12<br>1%    | -         | 6<br>2%           | 4<br>1%      | 3<br>1%      | 2<br>*        | 3<br>1%       | 4<br>1%       | 4<br>1%      | 9<br>2%       | 3<br>1%    | 5<br>1%    | 1<br>1%              | -              | 5<br>2%        | 3<br>1%                    | 2<br>1%              | -                 | -             | 2<br>1%      | 4<br>2%                  | 1<br>*         | 4<br>2%           | -                      | -          | 11<br>1%    |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 20  
To which of the following ethnic groups do you consider you belong?  
Base: All respondents

|                      | Total | Q.1 Made a complaint to Energy provider |                  | Q.1 Made a complaint to Bank |                  | Q.1 Made a complaint to Non-food retailer |                  | Q.1 Made a complaint to Rail company |                  |
|----------------------|-------|---|------------------|------------------------------|------------------|---|------------------|--------------------------------------|------------------|
|                      |       | Last 6 months (a)                       | Longer ago (b)   | Last 6 months (c)            | Longer ago (d)   | Last 6 months (e)                         | Longer ago (f)   | Last 6 months (g)                    | Longer ago (h)   |
| Unweighted base      | 2212  | 223                                     | 416              | 210                          | 458              | 395                                       | 551              | 172                                  | 314              |
| Weighted base        | 2212  | 216                                     | 405              | 224                          | 445              | 410                                       | 545              | 163                                  | 303              |
| White                | 2001  | 162                                     | 365              | 171                          | 401              | 345                                       | 497              | 122                                  | 271              |
|                      | 90%   | 75%                                     | 90% <sup>a</sup> | 76%                          | 90% <sup>c</sup> | 84%                                       | 91% <sup>e</sup> | 75%                                  | 90% <sup>g</sup> |
| NET: BAME            | 190   | 52                                      | 33               | 47                           | 39               | 58  | 47               | 37                                   | 30               |
|                      | 9%    | 24% <sup>b</sup>                        | 8%               | 21% <sup>d</sup>             | 9%               | 14% <sup>f</sup>                          | 9%               | 23% <sup>h</sup>                     | 10%              |
| Mixed                | 44    | 8                                       | 12               | 10                           | 11               | 16  | 10               | 9                                    | 9                |
|                      | 2%    | 4%                                      | 3%               | 4%                           | 2%               | 4%  | 2%               | 6%                                   | 3%               |
| Asian                | 88    | 26                                      | 15               | 27                           | 17               | 27  | 24               | 16                                   | 13               |
|                      | 4%    | 12% <sup>b</sup>                        | 4%               | 12% <sup>d</sup>             | 4%               | 7%  | 4%               | 10% <sup>h</sup>                     | 4%               |
| Black                | 39    | 14                                      | 5                | 8                            | 11               | 8   | 12               | 6                                    | 6                |
|                      | 2%    | 6% <sup>b</sup>                         | 1%               | 3%                           | 2%               | 2%  | 2%               | 4%                                   | 2%               |
| Chinese              | 16    | 3                                       | 1                | 3                            | 1                | 7   | 2                | 6                                    | 1                |
|                      | 1%    | 1%                                      | *                | 1%                           | *                | 2%  | *                | 4% <sup>h</sup>                      | *                |
| Other ethnic group   | 3     | -                                       | -                | -                            | -                | 1   | -                | -                                    | 1                |
|                      | *     | -                                       | -                | -                            | -                | *   | -                | -                                    | *                |
| Prefer not to answer | 21    | 2                                       | 6                | 6                            | 5                | 7   | 1                | 4                                    | 2                |
|                      | 1%    | 1%                                      | 2%               | 3%                           | 1%               | 2% <sup>f</sup>                           | *                | 3%                                   | 1%               |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 21  
**To which of the following religious groups do you consider yourself to be a member of?**  
**Base: All respondents**

|                 | Gender      |            |            | Age       |                    |                   |              |              |                |                 |            | Social Grade |            |            |              | Region         |                |                            |                      |                   |             |              |                          |                |                     |                        | Employment Sector |             |
|-----------------|-------------|------------|------------|-----------|--------------------|-------------------|--------------|--------------|----------------|-----------------|------------|--------------|------------|------------|--------------|----------------|----------------|----------------------------|----------------------|-------------------|-------------|--------------|--------------------------|----------------|---------------------|------------------------|-------------------|-------------|
|                 | Total       | Male (a)   | Female (b) | 16-17 (c) | 18-24 (d)          | 25-34 (e)         | 35-44 (f)    | 45-54 (g)    | 55-64 (h)      | 65+ (i)         | AB (j)     | C1 (k)       | C2 (l)     | DE (m)     | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r)    | East Midlands (s) | Wales (t)   | East-ern (u) | London (v)               | South East (w) | South West (x)      | North-ern Ire-land (y) | Public (A)        | Private (B) |
| Unweighted base | 2212        | 1096       | 1116       | 29        | 213                | 391               | 376          | 428          | 300            | 475             | 707        | 618          | 363        | 524        | 215          | 87             | 229            | 208                        | 156                  | 154               | 114         | 229          | 283                      | 312            | 171                 | 54                     | 304               | 985         |
| Weighted base   | 2212        | 1082       | 1130       | 38*       | 284                | 367               | 363          | 380          | 312            | 469             | 583        | 608          | 484        | 537        | 185          | 94*            | 247            | 189                        | 191                  | 161               | 107*        | 208          | 275                      | 300            | 191                 | 64*                    | 282               | 924         |
| Christian       | 1040<br>47% | 509<br>47% | 531<br>47% | 12<br>33% | 88<br>31%          | 111<br>30%        | 153<br>42%de | 176<br>46%de | 178<br>57%defg | 322<br>69%defgh | 268<br>46% | 280<br>46%   | 237<br>49% | 255<br>47% | 84<br>45%    | 41<br>43%      | 118<br>48%     | 95<br>50%                  | 93<br>49%            | 74<br>46%         | 47<br>44%   | 107<br>51%   | 125<br>46%               | 131<br>44%     | 78<br>41%           | 48<br>74%nopqrstuvwx   | 128<br>45%        | 409<br>44%  |
| NET: Other      | 165<br>7%   | 80<br>7%   | 85<br>8%   | 4<br>11%  | 28<br>10%ghi       | 54<br>15%fghi     | 31<br>8%hi   | 19<br>5%     | 12<br>4%       | 18<br>4%        | 46<br>8%   | 34<br>6%     | 41<br>8%   | 44<br>8%   | 3<br>1%      | 2<br>2%        | 20<br>8%n      | 7<br>4%                    | 23<br>12%noqt<br>wxy | 13<br>8%n         | 4<br>4%     | 13<br>6%n    | 50<br>18%nopq<br>stuvwxy | 18<br>6%n      | 10<br>5%            | 1<br>1%                | 19<br>7%          | 72<br>8%    |
| Muslim          | 64<br>3%    | 39<br>4%   | 25<br>2%   | 3<br>8%   | 10<br>4%hi         | 27<br>7%fghi      | 13<br>4%hi   | 6<br>2%      | 2<br>1%        | 2<br>*          | 19<br>3%   | 14<br>2%     | 18<br>4%   | 14<br>3%   | 1<br>*       | -              | 9<br>4%n       | 5<br>3%                    | 13<br>7%notu<br>wx   | 4<br>2%           | 1<br>1%     | 3<br>1%      | 23<br>8%nopq<br>stuvwxy  | 5<br>2%        | 1<br>*              | -                      | 7<br>2%           | 34<br>4%    |
| Hindu           | 17<br>1%    | 8<br>1%    | 9<br>1%    | -         | 1<br>*             | 10<br>3%dfgh<br>i | 3<br>1%      | -            | 2<br>1%        | 1<br>*          | 10<br>2%km | 2<br>*       | 2<br>*     | 2<br>*     | -            | -              | 2<br>1%        | -                          | 1<br>1%              | 1<br>1%           | -           | -            | 12<br>4%npqu<br>wx       | *              | -                   | -                      | 4<br>1%           | 9<br>1%     |
| Jewish          | 16<br>1%    | 9<br>1%    | 7<br>1%    | 1<br>2%   | 2<br>1%            | 3<br>1%           | 1<br>*       | 1<br>*       | 5<br>2%g       | 3<br>1%         | 5<br>1%    | 2<br>*       | 4<br>1%    | 5<br>1%    | -            | -              | 3<br>1%        | -                          | 1<br>*               | -                 | -           | 3<br>1%      | 4<br>2%                  | 3<br>1%        | 3<br>2%             | -                      | *<br>*            | 4<br>*      |
| Sikh            | 7<br>*      | 2<br>*     | 5<br>*     | -         | 4<br>1%i           | 1<br>*            | 3<br>1%      | -            | -              | -               | -          | 2<br>*       | 2<br>*     | 4<br>1%    | -            | -              | 1<br>*         | -                          | 1<br>1%              | 2<br>1%           | -           | -            | 1<br>*                   | 2<br>1%        | -                   | -                      | -                 | 5<br>1%     |
| Buddhist        | 16<br>1%    | 5<br>*     | 11<br>1%   | -         | 4<br>1%            | 2<br>*            | 2<br>*       | 3<br>1%      | 1<br>*         | 4<br>1%         | 4<br>1%    | 5<br>1%      | 1<br>*     | 6<br>1%    | -            | 1<br>1%        | 1<br>1%        | 1<br>*                     | 1<br>*               | -                 | 1<br>1%     | 3<br>1%      | 6<br>2%                  | 1<br>*         | 2<br>1%             | -                      | *<br>*            | 8<br>1%     |
| Other           | 45<br>2%    | 17<br>2%   | 28<br>2%   | -         | 6<br>2%            | 10<br>3%          | 10<br>3%     | 9<br>2%      | 2<br>1%        | 8<br>2%         | 8<br>1%    | 9<br>2%      | 14<br>3%   | 14<br>3%   | 2<br>1%      | 2<br>2%        | 4<br>2%        | 1<br>1%                    | 6<br>3%              | 7<br>4%           | 2<br>2%     | 5<br>3%      | 3<br>1%                  | 8<br>3%        | 4<br>2%             | 1<br>1%                | 7<br>3%           | 12<br>1%    |
| None            | 963<br>44%  | 467<br>43% | 496<br>44% | 19<br>51% | 163<br>57%fgh<br>i | 191<br>52%hi      | 169<br>46%hi | 180<br>47%hi | 116<br>37%i    | 125<br>27%      | 255<br>44% | 284<br>47%   | 200<br>41% | 224<br>42% | 95<br>51%rvy | 51<br>54%rvy   | 103<br>42%vy   | 85<br>45%vy                | 71<br>37%            | 68<br>42%vy       | 52<br>48%vy | 88<br>42%vy  | 87<br>32%                | 145<br>48%rvy  | 102<br>54%pru<br>vy | 16<br>25%              | 132<br>47%        | 423<br>46%  |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 21  
To which of the following religious groups do you consider yourself to be a member of?  
Base: All respondents

|                   | Gender |          | Age        |           |           |           |           |           |           | Social Grade |        |        |        | Region |              |                |                |                            |                   |                   |           |              |            | Employment Sector |                |                        |            |             |
|-------------------|--------|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|--------|--------|--------|--------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------|------------|-------------------|----------------|------------------------|------------|-------------|
|                   | Total  | Male (a) | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g) | 55-64 (h) | 65+ (i)      | AB (j) | C1 (k) | C2 (l) | DE (m) | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u) | London (v) | South East (w)    | South West (x) | North-ern Ire-land (y) | Public (A) | Private (B) |
| Weighted base     | 2212   | 1082     | 1130       | 38*       | 284       | 367       | 363       | 380       | 312       | 469          | 583    | 608    | 484    | 537    | 185          | 94*            | 247            | 189                        | 191               | 161               | 107*      | 208          | 275        | 300               | 191            | 64*                    | 282        | 924         |
| Prefer not to say | 44     | 26       | 18         | 2         | 5         | 11        | 10        | 5         | 6         | 4            | 14     | 10     | 7      | 14     | 4            | 1              | 6              | 1                          | 3                 | 6                 | 5         | -            | 13         | 6                 | 1              | -                      | 3          | 20          |
|                   | 2%     | 2%       | 2%         | 6%        | 2%        | 3%i       | 3%i       | 1%        | 2%        | 1%           | 2%     | 2%     | 1%     | 3%     | 2%           | 1%             | 2%u            | 1%                         | 2%                | 4%u               | 4%qux     | -            | 5%qux      | 2%                | *              | -                      | 1%         | 2%          |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 21  
**To which of the following religious groups do you consider yourself to be a member of?**  
**Base: All respondents**

|                   | Total       | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|-------------------|-------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                   |             | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base   | 2212        | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base     | 2212        | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| Christian         | 1040<br>47% | 97<br>45%                               | 180<br>44%     | 89<br>40%                    | 215<br>48%     | 179<br>44%                                | 254<br>47%     | 62<br>38%                            | 131<br>43%     |
| NET: Other        | 165<br>7%   | 34<br>16%b                              | 35<br>9%       | 37<br>17%d                   | 35<br>8%       | 48<br>12%                                 | 56<br>10%      | 22<br>13%                            | 26<br>9%       |
| Muslim            | 64<br>3%    | 17<br>8%                                | 15<br>4%       | 18<br>8%d                    | 14<br>3%       | 21<br>5%                                  | 19<br>4%       | 13<br>8%h                            | 10<br>3%       |
| Hindu             | 17<br>1%    | 5<br>2%                                 | 3<br>1%        | 3<br>2%                      | 2<br>1%        | 5<br>1%                                   | 5<br>1%        | 3<br>2%                              | 5<br>2%        |
| Jewish            | 16<br>1%    | 5<br>2%                                 | 4<br>1%        | 6<br>2%d                     | 2<br>*         | 5<br>1%                                   | 7<br>1%        | 3<br>2%                              | 2<br>1%        |
| Sikh              | 7<br>*      | 1<br>1%                                 | -              | 1<br>1%                      | 3<br>1%        | 1<br>*                                    | 4<br>1%        | -                                    | 1<br>*         |
| Buddhist          | 16<br>1%    | 2<br>1%                                 | 3<br>1%        | 2<br>1%                      | 3<br>1%        | 4<br>1%                                   | 9<br>2%        | 2<br>1%                              | 4<br>1%        |
| Other             | 45<br>2%    | 5<br>2%                                 | 9<br>2%        | 5<br>2%                      | 10<br>2%       | 12<br>3%                                  | 12<br>2%       | 1<br>*                               | 4<br>1%        |
| None              | 963<br>44%  | 80<br>37%                               | 183<br>45%     | 89<br>40%                    | 190<br>43%     | 175<br>43%                                | 221<br>41%     | 71<br>44%                            | 140<br>46%     |
| Prefer not to say | 44<br>2%    | 5<br>2%                                 | 7<br>2%        | 8<br>4%                      | 6<br>1%        | 7<br>2%                                   | 14<br>3%       | 8<br>5%                              | 6<br>2%        |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 22  
Which of the following best describes where you live?  
Base: All respondents

|                                | Gender |          |            | Age       |           |           |           |           |           |         | Social Grade |        |        |        | Region       |                |                |                            |                   |                   |           |              |            |                |                | Employment Sector      |            |              |
|--------------------------------|--------|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|---------|--------------|--------|--------|--------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------|------------|----------------|----------------|------------------------|------------|--------------|
|                                | Total  | Male (a) | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g) | 55-64 (h) | 65+ (i) | AB (j)       | C1 (k) | C2 (l) | DE (m) | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u) | London (v) | South East (w) | South West (x) | North-ern Ire-land (y) | Public (A) | Pri-vate (B) |
| Unweighted base                | 2212   | 1096     | 1116       | 29        | 213       | 391       | 376       | 428       | 300       | 475     | 707          | 618    | 363    | 524    | 215          | 87             | 229            | 208                        | 156               | 154               | 114       | 229          | 283        | 312            | 171            | 54                     | 304        | 985          |
| Weighted base                  | 2212   | 1082     | 1130       | 38*       | 284       | 367       | 363       | 380       | 312       | 469     | 583          | 608    | 484    | 537    | 185          | 94*            | 247            | 189                        | 191               | 161               | 107*      | 208          | 275        | 300            | 191            | 64*                    | 282        | 924          |
| NET: Urban                     | 1752   | 867      | 885        | 31        | 240       | 313       | 306       | 302       | 234       | 326     | 459          | 501    | 359    | 434    | 140          | 81             | 217            | 144                        | 167               | 114               | 62        | 151          | 268        | 235            | 132            | 41                     | 219        | 776          |
|                                | 79%    | 80%      | 78%        | 83%       | 85%hi     | 85%ghi    | 84%hi     | 79%i      | 75%       | 70%     | 79%          | 82%i   | 74%    | 81%i   | 76%t         | 86%stuxy       | 88%nqs         | 76%t                       | 87%nqs            | 71%               | 58%       | 73%t         | 98%nop     | 78%ty          | 69%            | 64%                    | 78%        | 84%A         |
| Urban - Population over 10,000 | 942    | 499      | 443        | 18        | 152       | 194       | 161       | 136       | 127       | 154     | 255          | 300    | 167    | 220    | 75           | 42             | 115            | 72                         | 90                | 52                | 23        | 71           | 217        | 99             | 62             | 24                     | 124        | 438          |
|                                | 43%    | 46%b     | 39%        | 47%       | 54%ghi    | 53%fghi   | 44%gi     | 36%       | 41%i      | 33%     | 44%i         | 49%lm  | 35%    | 41%    | 41%t         | 44%t           | 47%stuxw       | 38%t                       | 47%stuxw          | 33%               | 22%       | 34%t         | 79%nop     | 33%t           | 33%            | 37%                    | 44%        | 47%          |
| Town and Fringe                | 810    | 368      | 442        | 13        | 88        | 119       | 145       | 166       | 107       | 172     | 204          | 201    | 191    | 214    | 65           | 40             | 102            | 72                         | 76                | 61                | 39        | 81           | 51         | 135            | 69             | 18                     | 95         | 338          |
|                                | 37%    | 34%      | 39%a       | 35%       | 31%       | 32%       | 40%d      | 44%deh    | 34%       | 37%     | 35%          | 33%    | 40%    | 40%k   | 35%v         | 42%v           | 42%v           | 38%v                       | 40%v              | 38%v              | 36%v      | 39%v         | 19%        | 45%nv          | 36%v           | 28%                    | 34%        | 37%          |
| NET: Rural                     | 460    | 215      | 245        | 6         | 44        | 54        | 57        | 78        | 143       | 124     | 107          | 125    | 103    | 45     | 13           | 29             | 45             | 24                         | 47                | 29                | 45        | 57           | 6          | 66             | 59             | 23                     | 62         | 148          |
|                                | 21%    | 20%      | 22%        | 17%       | 15%       | 15%       | 16%       | 21%e      | 25%def    | 30%def  | 21%          | 18%    | 26%km  | 19%    | 24%prv       | 14%v           | 12%v           | 24%prv                     | 13%v              | 29%opr            | 42%nopr   | 27%opr       | 2%         | 22%prv         | 31%opr         | 36%opr                 | 22%B       | 16%          |
| Village                        | 403    | 193      | 211        | 6         | 43        | 50        | 52        | 65        | 64        | 123     | 110          | 91     | 109    | 93     | 33           | 13             | 25             | 44                         | 24                | 45                | 41        | 50           | 6          | 63             | 48             | 13                     | 55         | 131          |
|                                | 18%    | 18%      | 19%        | 17%       | 15%       | 14%       | 14%       | 17%       | 21%e      | 26%def  | 19%          | 15%    | 23%k   | 17%    | 18%pv        | 14%v           | 10%v           | 23%prv                     | 13%v              | 28%nopr           | 38%nopr   | 24%prv       | 2%         | 21%pv          | 25%prv         | 20%v                   | 20%B       | 14%          |
| Hamlet & Isolated Dwelling     | 57     | 22       | 35         | -         | 1         | 4         | 4         | 14        | 14        | 20      | 15           | 16     | 16     | 10     | 12           | -              | 4              | 2                          | -                 | 3                 | 5         | 7            | -          | 3              | 11             | 10                     | 7          | 18           |
|                                | 3%     | 2%       | 3%         | -         | *         | 1%        | 1%        | 4%def     | 5%def     | 4%def   | 3%           | 3%     | 3%     | 2%     | 6%opqr       | -              | 2%             | 1%                         | -                 | 2%v               | 4%rv      | 3%rv         | -          | 1%             | 6%opqr         | 16%nopr                | 2%         | 2%           |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 22  
**Which of the following best describes where you live?**  
**Base: All respondents**

|                                | Total | Q.1 Made a complaint to Energy provider |                  | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                  | Q.1 Made a complaint to Rail company |                |
|--------------------------------|-------|---|------------------|------------------------------|----------------|---|------------------|--------------------------------------|----------------|
|                                |       | Last 6 months (a)                       | Longer ago (b)   | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f)   | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base                | 2212  | 223                                     | 416              | 210                          | 458            | 395                                       | 551              | 172                                  | 314            |
| Weighted base                  | 2212  | 216                                     | 405              | 224                          | 445            | 410                                       | 545              | 163                                  | 303            |
| NET: Urban                     | 1752  | 185                                     | 319              | 183                          | 343            | 342                                       | 409              | 144                                  | 245            |
|                                | 79%   | 86% <sup>b</sup>                        | 79%              | 82%                          | 77%            | 83% <sup>f</sup>                          | 75%              | 88%                                  | 81%            |
| Urban - Population over 10,000 | 942   | 104                                     | 160              | 106                          | 189            | 199                                       | 221              | 98                                   | 137            |
|                                | 43%   | 48%                                     | 40%              | 48%                          | 43%            | 48% <sup>f</sup>                          | 41%              | 60% <sup>h</sup>                     | 45%            |
| Town and Fringe                | 810   | 81                                      | 158              | 76                           | 154            | 143                                       | 188              | 47                                   | 108            |
|                                | 37%   | 37%                                     | 39%              | 34%                          | 34%            | 35%                                       | 35%              | 29%                                  | 36%            |
| NET: Rural                     | 460   | 30                                      | 86               | 41                           | 102            | 68  | 136              | 19                                   | 58             |
|                                | 21%   | 14%                                     | 21% <sup>a</sup> | 18%                          | 23%            | 17%                                       | 25% <sup>e</sup> | 12%                                  | 19%            |
| Village                        | 403   | 29                                      | 77               | 37                           | 84             | 59  | 120              | 18                                   | 50             |
|                                | 18%   | 13%                                     | 19%              | 17%                          | 19%            | 14%                                       | 22% <sup>e</sup> | 11%                                  | 16%            |
| Hamlet & Isolated Dwelling     | 57    | 1                                       | 9                | 4                            | 19             | 9   | 15               | 1                                    | 8              |
|                                | 3%    | 1%                                      | 2%               | 2%                           | 4%             | 2%  | 3%               | 1%                                   | 3%             |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 23  
Which of the following best describes your current working status?  
Base: All respondents

|  | Gender |                  | Age              |           |                      |                    |                    |                    |                     | Social Grade         |                    |                   |                   | Region              |                   |                     |                   |                        |                   |                    |                  |                     |                    |                   | Employment Sector |                    |            |             |
|--|--------|------------------|------------------|-----------|----------------------|--------------------|--------------------|--------------------|---------------------|----------------------|--------------------|-------------------|-------------------|---------------------|-------------------|---------------------|-------------------|------------------------|-------------------|--------------------|------------------|---------------------|--------------------|-------------------|-------------------|--------------------|------------|-------------|
|  | Total  | Male (a)         | Female (b)       | 16-17 (c) | 18-24 (d)            | 25-34 (e)          | 35-44 (f)          | 45-54 (g)          | 55-64 (h)           | 65+ (i)              | AB (j)             | C1 (k)            | C2 (l)            | DE (m)              | Scotland (n)      | North East (o)      | North West (p)    | Yorkshire & Humber (q) | West Midlands (r) | East Midlands (s)  | Wales (t)        | East of London (u)  | London (v)         | South East (w)    | South West (x)    | North Ireland (y)  | Public (A) | Private (B) |
| Unweighted base  | 2212   | 1096             | 1116             | 29        | 213                  | 391                | 376                | 428                | 300                 | 475                  | 707                | 618               | 363               | 524                 | 215               | 87                  | 229               | 208                    | 156               | 154                | 114              | 229                 | 283                | 312               | 171               | 54                 | 304        | 985         |
| Weighted base  | 2212   | 1082             | 1130             | 38*       | 284                  | 367                | 363                | 380                | 312                 | 469                  | 583                | 608               | 484               | 537                 | 185               | 94*                 | 247               | 189                    | 191               | 161                | 107*             | 208                 | 275                | 300               | 191               | 64*                | 282        | 924         |
| NET: Working   | 1206   | 651              | 555              | 3         | 158                  | 286                | 271                | 270                | 167                 | 51                   | 325                | 376               | 315               | 191                 | 90                | 46                  | 147               | 110                    | 108               | 71                 | 56               | 113                 | 164                | 162               | 101               | 37                 | 282        | 924         |
|  | 55%    | 60%b             | 49%              | 9%        | 56%i                 | 78% <sup>dgh</sup> | 75% <sup>dhi</sup> | 71% <sup>dhi</sup> | 54% <sup>i</sup>    | 11%                  | 56% <sup>m</sup>   | 62% <sup>jm</sup> | 65% <sup>jm</sup> | 35%                 | 49%               | 49%                 | 59% <sup>ns</sup> | 58% <sup>s</sup>       | 57% <sup>s</sup>  | 44%                | 52%              | 54%                 | 60% <sup>ns</sup>  | 54%               | 53%               | 58%                | 100%       | 100%        |
| Working full time - working 30 hours per week or more          | 940    | 577              | 363              | 1         | 131                  | 241                | 218                | 203                | 123                 | 24                   | 274                | 298               | 240               | 128                 | 67                | 38                  | 117               | 90                     | 87                | 62                 | 45               | 75                  | 133                | 129               | 70                | 27                 | 221        | 719         |
|  | 43%    | 53%b             | 32%              | 3%        | 46% <sup>i</sup>     | 66% <sup>dgh</sup> | 60% <sup>dhi</sup> | 53% <sup>hi</sup>  | 39% <sup>i</sup>    | 5%                   | 47% <sup>m</sup>   | 49% <sup>m</sup>  | 50% <sup>m</sup>  | 24%                 | 36%               | 40%                 | 47% <sup>nu</sup> | 48% <sup>nu</sup>      | 46%               | 38%                | 42%              | 36%                 | 48% <sup>nux</sup> | 43%               | 37%               | 42%                | 79%        | 78%         |
| Working part time - working between 8 and 29 hours per week    | 265    | 74               | 192              | 2         | 27                   | 45                 | 53                 | 67                 | 45                  | 27                   | 51                 | 78                | 75                | 62                  | 23                | 8                   | 30                | 19                     | 22                | 10                 | 11               | 39                  | 32                 | 32                | 31                | 10                 | 60         | 205         |
|  | 12%    | 7%               | 17% <sup>a</sup> | 6%        | 9%                   | 12% <sup>i</sup>   | 15% <sup>i</sup>   | 18% <sup>di</sup>  | 14% <sup>i</sup>    | 6%                   | 9%                 | 13% <sup>j</sup>  | 15% <sup>j</sup>  | 12%                 | 13%               | 9%                  | 12%               | 10%                    | 11%               | 6%                 | 10%              | 19% <sup>oqs</sup>  | 11%                | 11%               | 16% <sup>s</sup>  | 16% <sup>s</sup>   | 21%        | 22%         |
| NET: Not working   | 1006   | 431              | 575              | 34        | 126                  | 81                 | 92                 | 111                | 145                 | 418                  | 259                | 232               | 169               | 347                 | 94                | 48                  | 100               | 79                     | 83                | 90                 | 52               | 95                  | 110                | 139               | 90                | 27                 | -          | -           |
|  | 45%    | 40%              | 51% <sup>a</sup> | 91%       | 44% <sup>efg</sup>   | 22%                | 25%                | 29% <sup>e</sup>   | 46% <sup>efg</sup>  | 89% <sup>def</sup>   | 44% <sup>kl</sup>  | 38%               | 35%               | 65% <sup>jkl</sup>  | 51% <sup>pv</sup> | 51%                 | 41%               | 42%                    | 43%               | 56% <sup>pqr</sup> | 48%              | 46%                 | 40%                | 46%               | 47%               | 42%                | -          | -           |
| Not working but seeking work or temporarily unemployed or sick | 103    | 59               | 45               | 1         | 20                   | 21                 | 31                 | 14                 | 15                  | 1                    | 12                 | 14                | 11                | 66                  | 11                | 8                   | 12                | 5                      | 7                 | 6                  | 8                | 9                   | 13                 | 12                | 5                 | 7                  | -          | -           |
|  | 5%     | 5%               | 4%               | 3%        | 7% <sup>i</sup>      | 6% <sup>i</sup>    | 9% <sup>gi</sup>   | 4% <sup>i</sup>    | 5% <sup>i</sup>     | *                    | 2%                 | 2%                | 2%                | 12% <sup>ijkl</sup> | 6%                | 9% <sup>qx</sup>    | 5%                | 3%                     | 4%                | 4%                 | 8%               | 4%                  | 5%                 | 4%                | 3%                | 11% <sup>qix</sup> | -          | -           |
| Not working and not seeking work/ student                      | 231    | 96               | 135              | 33        | 100                  | 24                 | 14                 | 31                 | 29                  | -                    | 38                 | 77                | 31                | 85                  | 24                | 10                  | 24                | 22                     | 23                | 24                 | 10               | 6                   | 32                 | 24                | 24                | 6                  | -          | -           |
|  | 10%    | 9%               | 12% <sup>a</sup> | 89%       | 35% <sup>efghi</sup> | 6% <sup>i</sup>    | 4% <sup>i</sup>    | 8% <sup>fi</sup>   | 9% <sup>fi</sup>    | -                    | 7%                 | 13% <sup>jl</sup> | 6%                | 16% <sup>jl</sup>   | 13% <sup>u</sup>  | 11% <sup>u</sup>    | 10% <sup>u</sup>  | 12% <sup>u</sup>       | 12% <sup>u</sup>  | 15% <sup>uw</sup>  | 9% <sup>u</sup>  | 3%                  | 12% <sup>u</sup>   | 8% <sup>u</sup>   | 13% <sup>u</sup>  | 10% <sup>u</sup>   | -          | -           |
| Retired on a state pension only                                | 126    | 30               | 96               | -         | 2                    | -                  | 1                  | -                  | 7                   | 115                  | 10                 | 7                 | 26                | 83                  | 11                | 5                   | 11                | 9                      | 14                | 13                 | 2                | 15                  | 15                 | 13                | 15                | 3                  | -          | -           |
|  | 6%     | 3%               | 9% <sup>a</sup>  | -         | 1%                   | -                  | *                  | -                  | 2% <sup>efg</sup>   | 25% <sup>defgh</sup> | 2%                 | 1%                | 5% <sup>jk</sup>  | 15% <sup>ijkl</sup> | 6%                | 4%                  | 4%                | 5%                     | 7%                | 8%                 | 2%               | 7%                  | 5%                 | 4%                | 8%                | 4%                 | -          | -           |
| Retired with a private pension                                 | 357    | 221              | 136              | -         | -                    | -                  | 3                  | 1                  | 54                  | 300                  | 173                | 94                | 59                | 31                  | 39                | 11                  | 36                | 30                     | 28                | 32                 | 18               | 38                  | 33                 | 58                | 34                | 2                  | -          | -           |
|  | 16%    | 20% <sup>b</sup> | 12%              | -         | -                    | -                  | 1%                 | *                  | 17% <sup>defg</sup> | 64% <sup>defgh</sup> | 30% <sup>klm</sup> | 16% <sup>m</sup>  | 12% <sup>m</sup>  | 6%                  | 21% <sup>vy</sup> | 12%                 | 15% <sup>y</sup>  | 16% <sup>y</sup>       | 15% <sup>y</sup>  | 20% <sup>vy</sup>  | 17% <sup>y</sup> | 18% <sup>y</sup>    | 12%                | 19% <sup>vy</sup> | 18% <sup>y</sup>  | 3%                 | -          | -           |
| House person, housewife, househusband, etc.                    | 189    | 25               | 163              | -         | 3                    | 36                 | 44                 | 65                 | 39                  | 2                    | 27                 | 40                | 41                | 81                  | 10                | 13                  | 17                | 13                     | 10                | 14                 | 13               | 27                  | 18                 | 32                | 11                | 9                  | -          | -           |
|  | 9%     | 2%               | 14% <sup>a</sup> | -         | 1%                   | 10% <sup>di</sup>  | 12% <sup>di</sup>  | 17% <sup>dei</sup> | 12% <sup>di</sup>   | *                    | 5%                 | 7%                | 9% <sup>j</sup>   | 15% <sup>ijkl</sup> | 5%                | 14% <sup>nrvx</sup> | 7%                | 7%                     | 5%                | 9%                 | 12%              | 13% <sup>nprv</sup> | 7%                 | 11%               | 6%                | 14% <sup>n</sup>   | -          | -           |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

Prepared by Populus





## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 23  
Which of the following best describes your current working status?  
Base: All respondents

|  | Total | Q.1 Made a complaint to Energy provider |                  | Q.1 Made a complaint to Bank |                  | Q.1 Made a complaint to Non-food retailer |                  | Q.1 Made a complaint to Rail company |                  |
|--|-------|---|------------------|------------------------------|------------------|---|------------------|--------------------------------------|------------------|
|  |       | Last 6 months (a)                       | Longer ago (b)   | Last 6 months (c)            | Longer ago (d)   | Last 6 months (e)                         | Longer ago (f)   | Last 6 months (g)                    | Longer ago (h)   |
| Unweighted base  | 2212  | 223                                     | 416              | 210                          | 458              | 395                                       | 551              | 172                                  | 314              |
| Weighted base  | 2212  | 216                                     | 405              | 224                          | 445              | 410                                       | 545              | 163                                  | 303              |
| NET: Working   | 1206  | 152                                     | 242              | 152                          | 271              | 275                                       | 298              | 118                                  | 188              |
|  | 55%   | 71% <sup>b</sup>                        | 60%              | 68%                          | 61%              | 67% <sup>f</sup>                          | 55%              | 73% <sup>h</sup>                     | 62%              |
| Working full time - working 30 hours per week or more          | 940   | 118                                     | 198              | 132                          | 222              | 225                                       | 232              | 104                                  | 158              |
|  | 43%   | 55%                                     | 49%              | 59%                          | 50%              | 55% <sup>f</sup>                          | 43%              | 64% <sup>h</sup>                     | 52%              |
| Working part time - working between 8 and 29 hours per week    | 265   | 34                                      | 43               | 21                           | 50               | 50  | 66               | 14                                   | 30               |
|  | 12%   | 16%                                     | 11%              | 9%                           | 11%              | 12%                                       | 12%              | 9%                                   | 10%              |
| NET: Not working   | 1006  | 64                                      | 163              | 72                           | 174              | 135                                       | 247              | 45                                   | 115              |
|  | 45%   | 29%                                     | 40% <sup>a</sup> | 32%                          | 39%              | 33%                                       | 45% <sup>e</sup> | 27%                                  | 38% <sup>g</sup> |
| Not working but seeking work or temporarily unemployed or sick | 103   | 8                                       | 21               | 10                           | 15               | 18  | 18               | 5                                    | 17               |
|  | 5%    | 4%                                      | 5%               | 4%                           | 3%               | 4%  | 3%               | 3%                                   | 6%               |
| Not working and not seeking work/ student                      | 231   | 14                                      | 17               | 20                           | 33               | 36  | 61               | 17                                   | 29               |
|  | 10%   | 6%                                      | 4%               | 9%                           | 7%               | 9%  | 11%              | 10%                                  | 10%              |
| Retired on a state pension only                                | 126   | 6                                       | 16               | 8                            | 8                | 13  | 21               | 3                                    | 8                |
|  | 6%    | 3%                                      | 4%               | 4%                           | 2%               | 3%  | 4%               | 2%                                   | 3%               |
| Retired with a private pension                                 | 357   | 27                                      | 67               | 17                           | 84               | 41  | 110              | 17                                   | 44               |
|  | 16%   | 12%                                     | 17%              | 8%                           | 19% <sup>c</sup> | 10%                                       | 20% <sup>e</sup> | 10%                                  | 14%              |
| House person, housewife, househusband, etc.                    | 189   | 9                                       | 42               | 16                           | 35               | 26  | 37               | 3                                    | 17               |
|  | 9%    | 4%                                      | 10% <sup>a</sup> | 7%                           | 8%               | 6%  | 7%               | 2%                                   | 6%               |

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 24  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

|   | Gender |                 |                 | Age       |                  |                  |                  |                    |                   |         | Social Grade     |                   |                 |        | Region              |                |                |                            |                   |                   |                 |                    |                 |                | Employment Sector    |                   |                   |             |
|---|--------|-----------------|-----------------|-----------|------------------|------------------|------------------|--------------------|-------------------|---------|------------------|-------------------|-----------------|--------|---------------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------------|--------------------|-----------------|----------------|----------------------|-------------------|-------------------|-------------|
|   | Total  | Male (a)        | Female (b)      | 16-17 (c) | 18-24 (d)        | 25-34 (e)        | 35-44 (f)        | 45-54 (g)          | 55-64 (h)         | 65+ (i) | AB (j)           | C1 (k)            | C2 (l)          | DE (m) | Scotland (n)        | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t)       | East of London (u) | London (v)      | South East (w) | South West (x)       | North Ireland (y) | Public (A)        | Private (B) |
| Unweighted base   | 1289   | 674             | 615             | 4         | 122              | 319              | 296              | 321                | 166               | 61      | 418              | 405               | 255             | 211    | 117                 | 46             | 140            | 124                        | 96                | 75                | 61              | 132                | 187             | 180            | 97                   | 34                | 304               | 985         |
| Weighted base   | 1206   | 651             | 555             | 3*        | 158*             | 286              | 271              | 270                | 167               | 51*     | 325              | 376               | 315             | 191    | 90*                 | 46*            | 147            | 110*                       | 108*              | 71*               | 56*             | 113                | 164             | 162            | 101*                 | 37*               | 282               | 924         |
| NET: Public Sector  | 282    | 140             | 142             | -         | 34               | 62               | 56               | 76                 | 50                | 4       | 82               | 104               | 69              | 27     | 26                  | 7              | 34             | 32                         | 24                | 17                | 15              | 23                 | 30              | 36             | 28                   | 11                | 282               | -           |
|   | 23%    | 21%             | 26%             | -         | 21% <sup>i</sup> | 21% <sup>i</sup> | 21% <sup>i</sup> | 28% <sup>fi</sup>  | 30% <sup>fi</sup> | 8%      | 25% <sup>m</sup> | 28% <sup>m</sup>  | 22%             | 14%    | 29%                 | 14%            | 23%            | 29% <sup>v</sup>           | 22%               | 23%               | 27%             | 20%                | 18%             | 23%            | 28%                  | 29%               | 100% <sup>B</sup> | -           |
| A nationalised industry/state corporation   | 9      | 7               | 2               | -         | -                | 4                | 4                | -                  | 2                 | -       | 2                | 3                 | 3               | 1      | -                   | 1              | 1              | 1                          | -                 | -                 | 1               | 1                  | 1               | 1              | 2                    | -                 | 9                 | -           |
|   | 1%     | 1%              | *               | -         | -                | 1%               | 1%               | -                  | 1%                | -       | 1%               | 1%                | 1%              | 1%     | -                   | 1%             | 1%             | 1%                         | -                 | -                 | 2%              | 1%                 | 1%              | *              | 2%                   | -                 | 3% <sup>B</sup>   | -           |
| Central government or civil service (including Courts service and Bank of England)                            | 26     | 18              | 8               | -         | 2                | 7                | 5                | 7                  | 6                 | -       | 11               | 11                | 5               | -      | 3                   | -              | 2              | 1                          | 1                 | 3                 | 2               | -                  | 6               | 4              | 2                    | 1                 | 26                | -           |
|   | 2%     | 3%              | 1%              | -         | 1%               | 2%               | 2%               | 3%                 | 3%                | -       | 3% <sup>m</sup>  | 3% <sup>m</sup>   | 1%              | -      | 4% <sup>u</sup>     | -              | 1%             | *                          | 1%                | 4% <sup>u</sup>   | 4% <sup>u</sup> | -                  | 4% <sup>u</sup> | 3%             | 2%                   | 4%                | 9% <sup>B</sup>   | -           |
| Local government or council (including fire services, police and local authority controlled schools/colleges) | 97     | 44              | 53              | -         | 7                | 13               | 23               | 37                 | 15                | 2       | 32               | 42                | 18              | 5      | 14                  | 3              | 10             | 14                         | 8                 | 4                 | 2               | 10                 | 10              | 16             | 3                    | 2                 | 97                | -           |
|   | 8%     | 7%              | 10%             | -         | 4%               | 5%               | 9%               | 14% <sup>dei</sup> | 9%                | 3%      | 10% <sup>m</sup> | 11% <sup>lm</sup> | 6%              | 2%     | 15% <sup>ptvx</sup> | 6%             | 7%             | 13% <sup>x</sup>           | 8%                | 6%                | 4%              | 9%                 | 6%              | 10%            | 3%                   | 2%                | 34% <sup>B</sup>  | -           |
| A university, or other grant funded establishment (include opted-out schools)                                 | 26     | 15              | 11              | -         | 3                | 9                | 5                | 4                  | 5                 | -       | 8                | 9                 | 9               | 1      | 2                   | -              | 6              | 5                          | -                 | 1                 | 2               | 2                  | 3               | 3              | 2                    | -                 | 26                | -           |
|   | 2%     | 2%              | 2%              | -         | 2%               | 3%               | 2%               | 2%                 | 3%                | -       | 2%               | 2%                | 3%              | 1%     | 2%                  | -              | 4%             | 5% <sup>r</sup>            | -                 | 2%                | 4%              | 2%                 | 2%              | 2%             | 2%                   | -                 | 9% <sup>B</sup>   | -           |
| A health authority or NHS Trust   | 65     | 23              | 42              | -         | 11               | 17               | 11               | 16                 | 9                 | 1       | 19               | 23                | 14              | 10     | 3                   | 1              | 7              | 6                          | 7                 | 1                 | 3               | 6                  | 8               | 8              | 13                   | 2                 | 65                | -           |
|   | 5%     | 4%              | 8% <sup>a</sup> | -         | 7%               | 6%               | 4%               | 6%                 | 6%                | 2%      | 6%               | 6%                | 4%              | 5%     | 3%                  | 3%             | 4%             | 6%                         | 6%                | 2%                | 5%              | 6%                 | 5%              | 5%             | 13% <sup>npsvw</sup> | 6%                | 23% <sup>B</sup>  | -           |
| The armed forces  | 8      | 8               | -               | -         | -                | 3                | 5                | 1                  | -                 | -       | -                | 3                 | 6               | -      | 1                   | -              | 3              | -                          | 2                 | 2                 | 1               | -                  | -               | -              | -                    | -                 | 8                 | -           |
|   | 1%     | 1% <sup>b</sup> | -               | -         | -                | 1%               | 2%               | *                  | -                 | -       | -                | 1%                | 2% <sup>j</sup> | -      | 1%                  | -              | 2%             | -                          | 2%                | 2%                | 2%              | -                  | -               | -              | -                    | -                 | 3% <sup>B</sup>   | -           |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 24  
Do you work in any of the following occupations?  
Base: All respondents who work

|  | Gender |          | Age        |           |           |           |           |           |           |         | Social Grade |        |        |        | Region       |                |                |                            |                   |                   |           |                    |            |                |                | Employment Sector |            |             |
|--|--------|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|---------|--------------|--------|--------|--------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------------|------------|----------------|----------------|-------------------|------------|-------------|
|  | Total  | Male (a) | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g) | 55-64 (h) | 65+ (i) | AB (j)       | C1 (k) | C2 (l) | DE (m) | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East of London (u) | London (v) | South East (w) | South West (x) | North Ireland (y) | Public (A) | Private (B) |
| Weighted base  | 1206   | 651      | 555        | 3*        | 158*      | 286       | 271       | 270       | 167       | 51*     | 325          | 376    | 315    | 191    | 90*          | 46*            | 147            | 110*                       | 108*              | 71*               | 56*       | 113                | 164        | 162            | 101*           | 37*               | 282        | 924         |
| Other public sector occupation (Please specify as much detail as possible) | 50     | 24       | 25         | -         | 12        | 9         | 3         | 12        | 13        | 1       | 11           | 14     | 15     | 10     | 3            | 2              | 5              | 5                          | 6                 | 5                 | 4         | 4                  | 2          | 4              | 6              | 5                 | 50         | -           |
|  | 4%     | 4%       | 5%         | -         | 7%f       | 3%        | 1%        | 4%f       | 7%f       | 2%      | 3%           | 4%     | 5%     | 5%     | 3%           | 4%             | 3%             | 5%                         | 6%v               | 7%v               | 6%v       | 3%                 | 1%         | 3%             | 13%puv         | 18%B              | -          |             |
| NET: Private Sector  | 924    | 511      | 413        | 3         | 124       | 225       | 215       | 193       | 117       | 47      | 243          | 272    | 246    | 163    | 65           | 40             | 113            | 78                         | 84                | 55                | 40        | 91                 | 134        | 125            | 73             | 27                | -          | 924         |
|  | 77%    | 79%      | 74%        | 100%      | 79%       | 79%       | 79%gh     | 72%       | 70%       | 92%def  | 75%          | 72%    | 78%    | 86%jk  | 71%          | 86%            | 77%            | 71%                        | 78%               | 77%               | 73%       | 80%                | 82%q       | 77%            | 72%            | 71%               | -          | 100%A       |
| A charity, voluntary organisation or trust                                 | 37     | 13       | 24         | -         | 7         | 9         | 6         | 11        | 4         | -       | 12           | 17     | 5      | 2      | 1            | 1              | 4              | 3                          | 1                 | 3                 | 2         | 6                  | 6          | 4              | 2              | 2                 | -          | 37          |
|  | 3%     | 2%       | 4%a        | -         | 4%        | 3%        | 2%        | 4%        | 3%        | -       | 4%           | 4%     | 2%     | 1%     | 1%           | 2%             | 3%             | 3%                         | 1%                | 5%                | 3%        | 5%                 | 4%         | 2%             | 2%             | 6%                | -          | 4%A         |
| Self-employed (Private sector)   | 139    | 75       | 63         | -         | 9         | 27        | 28        | 36        | 23        | 16      | 31           | 42     | 42     | 23     | 10           | 8              | 13             | 6                          | 5                 | 5                 | 10        | 17                 | 21         | 21             | 19             | 3                 | -          | 139         |
|  | 11%    | 12%      | 11%        | -         | 6%        | 10%       | 10%       | 13%d      | 14%d      | 31%def  | 10%          | 11%    | 13%    | 12%    | 11%          | 18%qr          | 9%             | 6%                         | 5%                | 6%                | 18%qr     | 15%qr              | 13%        | 13%r           | 19%pqrs        | 9%                | -          | 15%A        |
| None of the above/ I work in the Private sector                            | 749    | 423      | 326        | 3         | 108       | 189       | 181       | 147       | 90        | 31      | 199          | 213    | 199    | 137    | 53           | 31             | 96             | 68                         | 78                | 47                | 29        | 67                 | 107        | 100            | 52             | 21                | -          | 749         |
|  | 62%    | 65%b     | 59%        | 100%      | 69%gh     | 66%gh     | 67%gh     | 55%       | 54%       | 61%     | 61%          | 57%    | 63%    | 72%jk  | 59%          | 66%            | 65%x           | 62%                        | 72%tx             | 66%               | 51%       | 60%                | 65%x       | 62%            | 51%            | 56%               | -          | 81%A        |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 24  
Do you work in any of the following occupations?  
Base: All respondents who work

|   | Total | Q.1 Made a complaint to Energy provider |                  | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                  | Q.1 Made a complaint to Rail company |                |
|---|-------|---|------------------|------------------------------|----------------|---|------------------|--------------------------------------|----------------|
|   |       | Last 6 months (a)                       | Longer ago (b)   | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f)   | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base   | 1289  | 158                                     | 263              | 146                          | 280            | 272                                       | 320              | 127                                  | 203            |
| Weighted base   | 1206  | 152                                     | 242              | 152                          | 271            | 275                                       | 298              | 118                                  | 188            |
| NET: Public Sector  | 282   | 30                                      | 72               | 33                           | 67             | 50  | 87               | 24                                   | 51             |
|   | 23%   | 20%                                     | 30% <sup>a</sup> | 22%                          | 25%            | 18%                                       | 29% <sup>e</sup> | 20%                                  | 27%            |
| A nationalised industry/state corporation   | 9     | 1                                       | 1                | -                            | 4              | 1   | 3                | 2                                    | 1              |
|   | 1%    | 1%                                      | 1%               | -                            | 2%             | *   | 1%               | 2%                                   | 1%             |
| Central government or civil service (including Courts service and Bank of England)                            | 26    | 4                                       | 7                | 4                            | 7              | 6   | 10               | 5                                    | 6              |
|   | 2%    | 2%                                      | 3%               | 2%                           | 2%             | 2%  | 3%               | 4%                                   | 3%             |
| Local government or council (including fire services, police and local authority controlled schools/colleges) | 97    | 6                                       | 25               | 8                            | 20             | 18  | 24               | 7                                    | 20             |
|   | 8%    | 4%                                      | 10% <sup>a</sup> | 5%                           | 8%             | 7%  | 8%               | 6%                                   | 11%            |
| A university, or other grant funded establishment (include opted-out schools)                                 | 26    | 4                                       | 7                | 1                            | 6              | 4   | 10               | 4                                    | 2              |
|   | 2%    | 3%                                      | 3%               | *                            | 2%             | 2%  | 3%               | 4%                                   | 1%             |
| A health authority or NHS Trust   | 65    | 6                                       | 17               | 14                           | 13             | 11  | 18               | 2                                    | 13             |
|   | 5%    | 4%                                      | 7%               | 9%                           | 5%             | 4%  | 6%               | 2%                                   | 7%             |
| The armed forces  | 8     | 3                                       | 1                | 3                            | 2              | 3   | 5                | 3                                    | -              |
|   | 1%    | 2%                                      | *                | 2%                           | 1%             | 1%  | 2%               | 3% <sup>h</sup>                      | -              |
| Other public sector occupation (Please specify as much detail as possible)                                    | 50    | 7                                       | 14               | 4                            | 13             | 8   | 17               | 1                                    | 9              |
|   | 4%    | 5%                                      | 6%               | 3%                           | 5%             | 3%  | 6%               | 1%                                   | 5%             |

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 24  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

|   | Total | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|---|-------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|   |       | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Weighted base                                   | 1206  | 152                                     | 242            | 152                          | 271            | 275                                       | 298            | 118                                  | 188            |
| NET: Private Sector                             | 924   | 122                                     | 170            | 119                          | 204            | 224                                       | 211            | 95                                   | 138            |
|   | 77%   | 80% <sup>b</sup>                        | 70%            | 78%                          | 75%            | 82% <sup>f</sup>                          | 71%            | 80%                                  | 73%            |
| A charity, voluntary organisation or trust      | 37    | 6                                       | 3              | 4                            | 8              | 9   | 11             | 3                                    | 6              |
|   | 3%    | 4%                                      | 1%             | 2%                           | 3%             | 3%  | 4%             | 2%                                   | 3%             |
| Self-employed (Private sector)                  | 139   | 16                                      | 42             | 16                           | 40             | 32  | 40             | 7                                    | 22             |
|   | 11%   | 11%                                     | 17%            | 11%                          | 15%            | 12%                                       | 13%            | 6%                                   | 12%            |
| None of the above/ I work in the Private sector | 749   | 99                                      | 125            | 100                          | 156            | 183                                       | 160            | 85                                   | 110            |
|   | 62%   | 65% <sup>b</sup>                        | 52%            | 65%                          | 57%            | 66% <sup>f</sup>                          | 54%            | 72% <sup>h</sup>                     | 58%            |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 25  
**Do you have any children aged 18 or under? If so, how old are they?**  
**Base: All respondents**

|  | Gender |          |            | Age       |           |           |           |           |           |         | Social Grade |        |        |        | Region       |                |                |                        |                   |                   |           |                    |            |                |                | Employment Sector |            |             |
|--|--------|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|---------|--------------|--------|--------|--------|--------------|----------------|----------------|------------------------|-------------------|-------------------|-----------|--------------------|------------|----------------|----------------|-------------------|------------|-------------|
|  | Total  | Male (a) | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g) | 55-64 (h) | 65+ (i) | AB (j)       | C1 (k) | C2 (l) | DE (m) | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humber (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East of London (u) | London (v) | South East (w) | South West (x) | North Ireland (y) | Public (A) | Private (B) |
| Unweighted base                        | 2212   | 1096     | 1116       | 29        | 213       | 391       | 376       | 428       | 300       | 475     | 707          | 618    | 363    | 524    | 215          | 87             | 229            | 208                    | 156               | 154               | 114       | 229                | 283        | 312            | 171            | 54                | 304        | 985         |
| Weighted base                          | 2212   | 1082     | 1130       | 38*       | 284       | 367       | 363       | 380       | 312       | 469     | 583          | 608    | 484    | 537    | 185          | 94*            | 247            | 189                    | 191               | 161               | 107*      | 208                | 275        | 300            | 191            | 64*               | 282        | 924         |
| No children aged 18 or under           | 1589   | 793      | 796        | 38        | 256       | 198       | 145       | 217       | 276       | 460     | 427          | 464    | 310    | 388    | 137          | 64             | 172            | 129                    | 134               | 123               | 81        | 155                | 193        | 226            | 141            | 36                | 166        | 570         |
|  | 72%    | 73%      | 70%        | 100%      | 90%efg    | 54%f      | 40%       | 57%f      | 89%efg    | 98%def  | 73%l         | 76%l   | 64%    | 72%l   | 74%y         | 68%            | 70%            | 68%                    | 70%               | 77%y              | 75%y      | 75%y               | 70%y       | 75%y           | 74%y           | 55%               | 59%        | 62%         |
| NET: Yes                               | 612    | 284      | 328        | -         | 26        | 167       | 215       | 163       | 33        | 8       | 154          | 142    | 171    | 145    | 46           | 30             | 75             | 58                     | 56                | 36                | 25        | 51                 | 79         | 75             | 50             | 29                | 115        | 346         |
|  | 28%    | 26%      | 29%        | -         | 9%i       | 45%dhi    | 59%deg    | 43%dhi    | 11%i      | 2%      | 26%          | 23%    | 35%jkm | 27%    | 25%          | 32%            | 30%            | 31%                    | 30%               | 23%               | 24%       | 24%                | 29%        | 25%            | 26%            | 45%nst            | 41%        | 37%         |
|  |        |          |            |           |           |           |           |           |           |         |              |        |        |        |              |                |                |                        |                   |                   |           |                    |            |                |                | uvwx              |            |             |
| NET: Any 5-18                          | 501    | 228      | 273        | -         | 15        | 104       | 180       | 162       | 33        | 8       | 124          | 110    | 146    | 122    | 41           | 27             | 64             | 45                     | 47                | 29                | 21        | 40                 | 62         | 59             | 39             | 26                | 87         | 284         |
|  | 23%    | 21%      | 24%        | -         | 5%i       | 28%dhi    | 49%deh    | 42%deh    | 11%i      | 2%      | 21%          | 18%    | 30%jkm | 23%    | 22%          | 29%            | 26%            | 24%                    | 25%               | 18%               | 20%       | 19%                | 23%        | 20%            | 21%            | 40%nqs            | 31%        | 31%         |
|  |        |          |            |           |           |           |           |           |           |         |              |        |        |        |              |                |                |                        |                   |                   |           |                    |            |                |                | tuvwx             |            |             |
| NET: Any 11-18                         | 325    | 152      | 173        | -         | 10        | 39        | 102       | 135       | 32        | 8       | 70           | 67     | 93     | 96     | 23           | 17             | 44             | 34                     | 26                | 20                | 15        | 26                 | 39         | 38             | 25             | 20                | 60         | 178         |
|  | 15%    | 14%      | 15%        | -         | 4%        | 11%di     | 28%deh    | 35%def    | 10%di     | 2%      | 12%          | 11%    | 19%jk  | 18%jk  | 12%          | 18%            | 18%            | 18%                    | 14%               | 12%               | 14%       | 12%                | 14%        | 12%            | 13%            | 30%nr             | 21%        | 19%         |
|  |        |          |            |           |           |           |           |           |           |         |              |        |        |        |              |                |                |                        |                   |                   |           |                    |            |                |                | tuvwx             |            |             |
| Yes - children aged under 5 years old  | 196    | 87       | 109        | -         | 16        | 103       | 66        | 10        | -         | 1       | 57           | 49     | 48     | 43     | 15           | 7              | 18             | 18                     | 23                | 13                | 7         | 20                 | 28         | 25             | 17             | 6                 | 34         | 115         |
|  | 9%     | 8%       | 10%        | -         | 6%hi      | 28%dfg    | 18%dghi   | 3%hi      | -         | *       | 10%          | 8%     | 10%    | 8%     | 8%           | 7%             | 7%             | 9%                     | 12%               | 8%                | 7%        | 10%                | 10%        | 8%             | 9%             | 9%                | 12%        | 12%         |
|  |        |          |            |           |           |           |           |           |           |         |              |        |        |        |              |                |                |                        |                   |                   |           |                    |            |                |                |                   |            |             |
| Yes - children aged 5 to 10 years old  | 279    | 124      | 155        | -         | 9         | 94        | 124       | 49        | 1         | 2       | 79           | 67     | 79     | 55     | 27           | 16             | 37             | 21                     | 30                | 16                | 6         | 26                 | 37         | 31             | 20             | 11                | 39         | 174         |
|  | 13%    | 11%      | 14%        | -         | 3%hi      | 25%dgh    | 34%deg    | 13%deh    | *         | *       | 13%          | 11%    | 16%km  | 10%    | 15%t         | 17%t           | 15%t           | 11%                    | 16%t              | 10%               | 6%        | 12%                | 13%        | 10%            | 10%            | 18%t              | 14%        | 19%         |
|  |        |          |            |           |           |           |           |           |           |         |              |        |        |        |              |                |                |                        |                   |                   |           |                    |            |                |                |                   |            |             |
| Yes - children aged 11 to 15 years old | 238    | 107      | 131        | -         | 7         | 39        | 91        | 81        | 17        | 4       | 55           | 49     | 65     | 68     | 16           | 13             | 38             | 23                     | 20                | 14                | 9         | 18                 | 32         | 24             | 15             | 16                | 43         | 136         |
|  | 11%    | 10%      | 12%        | -         | 2%        | 11%dhi    | 25%deh    | 21%dehi   | 5%i       | 4%      | 9%           | 8%     | 13%k   | 13%k   | 9%           | 14%            | 15%uw          | 12%                    | 11%               | 9%                | 9%        | 9%                 | 12%        | 8%             | 8%             | 24%nqr            | 15%        | 15%         |
|  |        |          |            |           |           |           |           |           |           |         |              |        |        |        |              |                |                |                        |                   |                   |           |                    |            |                |                | stuvwx            |            |             |
| Yes - children aged 16 to 18 years old | 128    | 60       | 68         | -         | 4         | 4         | 27        | 70        | 19        | 4       | 23           | 24     | 34     | 47     | 7            | 9              | 8              | 13                     | 8                 | 7                 | 7         | 12                 | 14         | 21             | 12             | 11                | 23         | 63          |
|  | 6%     | 6%       | 6%         | -         | 1%        | 1%        | 7%dei     | 18%defh   | 6%dei     | 1%      | 4%           | 4%     | 7%j    | 9%jk   | 4%           | 9%p            | 3%             | 7%                     | 4%                | 4%                | 7%        | 6%                 | 5%         | 7%             | 6%             | 18%npqr           | 8%         | 7%          |
|  |        |          |            |           |           |           |           |           |           |         |              |        |        |        |              |                |                |                        |                   |                   |           |                    |            |                |                | suvwx             |            |             |
| Refused                                | 11     | 5        | 6          | -         | 2         | 2         | 3         | -         | 3         | 1       | 3            | 1      | 3      | 4      | 2            | -              | -              | 2                      | 1                 | 1                 | 1         | 2                  | 2          | -              | -              | -                 | 1          | 8           |
|  | 1%     | *        | 1%         | -         | 1%        | 1%        | 1%        | -         | 1%        | *       | 1%           | *      | 1%     | 1%     | 1%           | -              | -              | 1%                     | *                 | 1%                | 1%        | 1%                 | 1%         | -              | -              | -                 | *          | 1%          |

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 25  
**Do you have any children aged 18 or under? If so, how old are they?**  
**Base: All respondents**

|  | Total       | Q.1 Made a complaint to Energy provider |                         | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                         | Q.1 Made a complaint to Rail company |                |
|--|-------------|---|-------------------------|------------------------------|----------------|---|-------------------------|--------------------------------------|----------------|
|  |             | Last 6 months (a)                       | Longer ago (b)          | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f)          | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base                        | 2212        | 223                                     | 416                     | 210                          | 458            | 395                                       | 551                     | 172                                  | 314            |
| Weighted base                          | 2212        | 216                                     | 405                     | 224                          | 445            | 410                                       | 545                     | 163                                  | 303            |
| No children aged 18 or under           | 1589<br>72% | 122<br>57%                              | 283<br>70% <sup>a</sup> | 140<br>62%                   | 310<br>70%     | 249<br>61%                                | 396<br>73% <sup>e</sup> | 111<br>68%                           | 225<br>74%     |
| NET: Yes                               | 612<br>28%  | 89<br>41% <sup>b</sup>                  | 120<br>30%              | 81<br>36%                    | 133<br>30%     | 156<br>38% <sup>f</sup>                   | 146<br>27%              | 49<br>30%                            | 75<br>25%      |
| NET: Any 5-18                          | 501<br>23%  | 77<br>35% <sup>b</sup>                  | 102<br>25%              | 64<br>29%                    | 113<br>25%     | 124<br>30% <sup>f</sup>                   | 121<br>22%              | 40<br>25%                            | 60<br>20%      |
| NET: Any 11-18                         | 325<br>15%  | 41<br>19%                               | 66<br>16%               | 32<br>14%                    | 79<br>18%      | 77<br>19%                                 | 85<br>16%               | 19<br>11%                            | 37<br>12%      |
| Yes - children aged under 5 years old  | 196<br>9%   | 28<br>13%                               | 32<br>8%                | 30<br>13%                    | 39<br>9%       | 57<br>14% <sup>f</sup>                    | 44<br>8%                | 22<br>14% <sup>h</sup>               | 22<br>7%       |
| Yes - children aged 5 to 10 years old  | 279<br>13%  | 51<br>24% <sup>b</sup>                  | 58<br>14%               | 46<br>21%                    | 62<br>14%      | 71<br>17% <sup>f</sup>                    | 65<br>12%               | 33<br>20% <sup>h</sup>               | 32<br>10%      |
| Yes - children aged 11 to 15 years old | 238<br>11%  | 30<br>14%                               | 43<br>11%               | 25<br>11%                    | 54<br>12%      | 60<br>15%                                 | 61<br>11%               | 13<br>8%                             | 28<br>9%       |
| Yes - children aged 16 to 18 years old | 128<br>6%   | 14<br>6%                                | 28<br>7%                | 10<br>4%                     | 31<br>7%       | 24<br>6%                                  | 34<br>6%                | 6<br>4%                              | 13<br>4%       |
| Refused                                | 11<br>1%    | 5<br>2%                                 | 2<br>*                  | 3<br>1%                      | 3<br>1%        | 4<br>1%                                   | 3<br>1%                 | 3<br>2%                              | 2<br>1%        |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 26  
Which of the following ITV regions do you live in?  
Base: All respondents

|                 | Gender     |            | Age         |           |            |            |           |             |           |            | Social Grade |             |           |            | Region                    |                          |                           |                            |                               |                          |           |                           |                                |                               |                         | Employment Sector      |            |               |
|-----------------|------------|------------|-------------|-----------|------------|------------|-----------|-------------|-----------|------------|--------------|-------------|-----------|------------|---------------------------|--------------------------|---------------------------|----------------------------|-------------------------------|--------------------------|-----------|---------------------------|--------------------------------|-------------------------------|-------------------------|------------------------|------------|---------------|
|                 | Total      | Male (a)   | Female (b)  | 16-17 (c) | 18-24 (d)  | 25-34 (e)  | 35-44 (f) | 45-54 (g)   | 55-64 (h) | 65+ (i)    | AB (j)       | C1 (k)      | C2 (l)    | DE (m)     | Scotland (n)              | North East (o)           | North West (p)            | Yorkshire & Humberside (q) | West Midlands (r)             | East Midlands (s)        | Wales (t) | East-ern (u)              | London (v)                     | South East (w)                | South West (x)          | North-ern Ire-land (y) | Public (A) | Pri- vate (B) |
| Unweighted base | 2212       | 1096       | 1116        | 29        | 213        | 391        | 376       | 428         | 300       | 475        | 707          | 618         | 363       | 524        | 215                       | 87                       | 229                       | 208                        | 156                           | 154                      | 114       | 229                       | 283                            | 312                           | 171                     | 54                     | 304        | 985           |
| Weighted base   | 2212       | 1082       | 1130        | 38*       | 284        | 367        | 363       | 380         | 312       | 469        | 583          | 608         | 484       | 537        | 185                       | 94*                      | 247                       | 189                        | 191                           | 161                      | 107*      | 208                       | 275                            | 300                           | 191                     | 64*                    | 282        | 924           |
| Anglia          | 232<br>10% | 97<br>9%   | 136<br>12%a | 6<br>16%  | 19<br>7%   | 28<br>8%   | 42<br>12% | 52<br>14%de | 32<br>10% | 53<br>11%  | 58<br>10%    | 57<br>9%    | 49<br>10% | 67<br>12%  | -                         | -                        | 2<br>1%                   | *                          | 2<br>1%                       | 16<br>10%nopq<br>rtvxy   | -         | 186<br>89%nopq<br>rstvwxy | -                              | 26<br>9%nopq<br>rtvxy         | *                       | -                      | 26<br>9%   | 92<br>10%     |
| Border          | 23<br>1%   | 11<br>1%   | 12<br>1%    | -         | 1<br>*     | 3<br>1%    | 4<br>1%   | 8<br>2%     | 1<br>*    | 5<br>1%    | 5<br>1%      | 7<br>1%     | 3<br>1%   | 9<br>2%    | 8<br>4%qrst<br>uvwx       | -                        | 15<br>6%oqrs<br>tuvwx     | -                          | -                             | -                        | -         | -                         | -                              | -                             | -                       | -                      | 2<br>1%    | 8<br>1%       |
| Central         | 315<br>14% | 164<br>15% | 152<br>13%  | 9<br>25%  | 52<br>18%h | 44<br>12%  | 47<br>13% | 50<br>13%   | 32<br>10% | 80<br>17%h | 92<br>16%    | 84<br>14%   | 78<br>16% | 62<br>12%  | 5<br>3%qv                 | -                        | 3<br>1%                   | -                          | 175<br>92%nop<br>qstuvw<br>xy | 116<br>72%nopq<br>tuvwxy | -         | 1<br>*                    | -                              | 8<br>3%qv                     | 6<br>3%quv              | 1<br>2%                | 39<br>14%  | 124<br>13%    |
| Granada         | 226<br>10% | 120<br>11% | 106<br>9%   | 3<br>8%   | 31<br>11%  | 47<br>13%h | 43<br>12% | 36<br>9%    | 23<br>7%  | 43<br>9%   | 59<br>10%    | 57<br>9%    | 48<br>10% | 62<br>12%  | -                         | -                        | 219<br>89%noqr<br>stuvwxy | 1<br>1%                    | 2<br>1%                       | 1<br>1%                  | 2<br>2%v  | -                         | -                              | 1<br>*                        | -                       | -                      | 33<br>12%  | 103<br>11%    |
| London          | 394<br>18% | 183<br>17% | 210<br>19%  | 10<br>26% | 59<br>21%  | 73<br>20%  | 56<br>15% | 63<br>17%   | 57<br>18% | 76<br>16%  | 124<br>21%l  | 114<br>19%l | 61<br>13% | 94<br>18%  | -                         | -                        | 3<br>1%                   | -                          | 2<br>1%                       | 1<br>*                   | -         | 21<br>10%no<br>pqrst<br>x | 275<br>100%nop<br>qrstuvw<br>y | 91<br>30%nopq<br>rstuxy       | -                       | 2<br>3%q               | 48<br>17%  | 177<br>19%    |
| Meridian        | 197<br>9%  | 106<br>10% | 91<br>8%    | 3<br>7%   | 20<br>7%   | 38<br>10%  | 36<br>10% | 33<br>9%    | 33<br>11% | 35<br>7%   | 59<br>10%    | 59<br>10%   | 43<br>9%  | 36<br>7%   | -                         | -                        | -                         | -                          | 1<br>1%                       | -                        | -         | -                         | -                              | 172<br>57%nop<br>qrstuv<br>xy | 24<br>12%nopq<br>rstuvy | -                      | 22<br>8%   | 95<br>10%     |
| STV             | 172<br>8%  | 95<br>9%   | 77<br>7%    | 3<br>9%   | 6<br>2%    | 29<br>8%d  | 26<br>7%d | 32<br>8%d   | 28<br>9%d | 48<br>10%d | 51<br>9%     | 52<br>9%    | 32<br>7%  | 37<br>7%   | 172<br>93%opqr<br>stuvwxy | -                        | -                         | -                          | -                             | -                        | -         | -                         | -                              | -                             | 1<br>*                  | -                      | 25<br>9%   | 63<br>7%      |
| Tyne Tees       | 97<br>4%   | 49<br>5%   | 47<br>4%    | 1<br>2%   | 17<br>6%   | 15<br>4%   | 23<br>6%i | 13<br>3%    | 14<br>4%  | 14<br>3%   | 20<br>3%     | 16<br>3%    | 21<br>4%  | 40<br>7%jk | -                         | 94<br>99%npqr<br>stuvwxy | -                         | 3<br>2%w                   | -                             | -                        | -         | -                         | -                              | -                             | -                       | -                      | 6<br>2%    | 40<br>4%      |

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 26  
Which of the following ITV regions do you live in?  
Base: All respondents

|               | Gender     |            |            | Age       |           |           |           |            |             |           |          | Social Grade |             |           |              |                | Region         |                            |                    |                         |                           |              |            |                |                            |                           |            | Employment Sector |  |
|---------------|------------|------------|------------|-----------|-----------|-----------|-----------|------------|-------------|-----------|----------|--------------|-------------|-----------|--------------|----------------|----------------|----------------------------|--------------------|-------------------------|---------------------------|--------------|------------|----------------|----------------------------|---------------------------|------------|-------------------|--|
|               | Total      | Male (a)   | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g)  | 55-64 (h)   | 65+ (i)   | AB (l)   | C1 (k)       | C2 (l)      | DE (m)    | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r)  | East Midlands (s)       | Wales (t)                 | East-ern (u) | London (v) | South East (w) | South West (x)             | North-ern Ire-land (y)    | Public (A) | Private (B)       |  |
| Weighted base | 2212       | 1082       | 1130       | 38*       | 284       | 367       | 363       | 380        | 312         | 469       | 583      | 608          | 484         | 537       | 185          | 94*            | 247            | 189                        | 191                | 161                     | 107*                      | 208          | 275        | 300            | 191                        | 64*                       | 282        | 924               |  |
| Wales         | 106<br>5%  | 49<br>5%   | 57<br>5%   | -         | 20<br>7%g | 14<br>4%  | 17<br>5%  | 9<br>2%    | 26<br>8%egi | 20<br>4%  | 19<br>3% | 25<br>4%     | 29<br>6%    | 32<br>6%j | -            | -              | 1<br>*         | -                          | -                  | -                       | 105<br>98%nopq<br>rsuvwxy | -            | -          | -              | -                          | -                         | 14<br>5%   | 40<br>4%          |  |
| West          | 49<br>2%   | 28<br>3%   | 21<br>2%   | -         | 6<br>2%   | 12<br>3%h | 10<br>3%  | 5<br>1%    | 3<br>1%     | 12<br>3%  | 12<br>2% | 13<br>2%     | 11<br>2%    | 13<br>2%  | -            | -              | 2<br>1%        | -                          | 9<br>5%npqs<br>uvw | -                       | 1<br>1%                   | -            | -          | -              | 38<br>20%nopq<br>rstuvwxy  | -                         | 4<br>1%    | 16<br>2%          |  |
| Westcountry   | 126<br>6%  | 51<br>5%   | 75<br>7%   | -         | 22<br>8%e | 9<br>2%   | 20<br>6%e | 24<br>6%e  | 19<br>6%e   | 31<br>7%e | 19<br>3% | 40<br>7%j    | 37<br>8%j   | 30<br>6%  | -            | -              | -              | -                          | -                  | 2<br>1%                 | -                         | -            | -          | 2<br>1%        | 122<br>64%nopq<br>rstuvwxy | -                         | 20<br>7%   | 53<br>6%          |  |
| Yorkshire     | 212<br>10% | 103<br>10% | 109<br>10% | 3<br>7%   | 27<br>10% | 42<br>11% | 29<br>8%  | 41<br>11%  | 26<br>8%    | 44<br>9%  | 44<br>7% | 61<br>10%    | 63<br>13%jm | 44<br>8%  | -            | 1<br>1%        | 2<br>1%        | 184<br>98%nopr<br>stuvwxy  | -                  | 25<br>15%nopr<br>tuvwxy | -                         | *            | -          | -              | -                          | -                         | 33<br>12%  | 85<br>9%          |  |
| UTV           | 63<br>3%   | 26<br>2%   | 37<br>3%   | -         | 1<br>*    | 13<br>4%d | 9<br>3%   | 17<br>4%di | 16<br>5%di  | 6<br>1%   | 22<br>4% | 21<br>4%     | 9<br>2%     | 11<br>2%  | -            | -              | -              | -                          | -                  | -                       | -                         | -            | -          | -              | 1<br>1%                    | 61<br>95%nopq<br>rstuvwxy | 9<br>3%    | 28<br>3%          |  |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 26  
Which of the following ITV regions do you live in?  
Base: All respondents

|                 | Total      | Q.1 Made a complaint to Energy provider |                        | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|-----------------|------------|---|------------------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                 |            | Last 6 months (a)                       | Longer ago (b)         | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base | 2212       | 223                                     | 416                    | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base   | 2212       | 216                                     | 405                    | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| Anglia          | 232<br>10% | 19<br>9%                                | 63<br>15% <sup>a</sup> | 23<br>10%                    | 62<br>14%      | 42<br>10%                                 | 60<br>11%      | 14<br>8%                             | 33<br>11%      |
| Border          | 23<br>1%   | -<br>-                                  | 4<br>1%                | -<br>-                       | 5<br>1%        | 2<br>1%                                   | 2<br>*         | -<br>-                               | *<br>*         |
| Central         | 315<br>14% | 27<br>12%                               | 75<br>18%              | 36<br>16%                    | 58<br>13%      | 64<br>16%                                 | 91<br>17%      | 28<br>17%                            | 36<br>12%      |
| Granada         | 226<br>10% | 26<br>12%                               | 28<br>7%               | 28<br>12%                    | 43<br>10%      | 43<br>11%                                 | 42<br>8%       | 22<br>13%                            | 34<br>11%      |
| London          | 394<br>18% | 59<br>27% <sup>b</sup>                  | 74<br>18%              | 51<br>23%                    | 89<br>20%      | 88<br>21%                                 | 104<br>19%     | 42<br>26%                            | 66<br>22%      |
| Meridian        | 197<br>9%  | 22<br>10%                               | 34<br>8%               | 11<br>5%                     | 33<br>7%       | 40<br>10%                                 | 43<br>8%       | 15<br>9%                             | 22<br>7%       |
| STV             | 172<br>8%  | 20<br>9%                                | 34<br>8%               | 13<br>6%                     | 33<br>7%       | 30<br>7%                                  | 37<br>7%       | 10<br>6%                             | 25<br>8%       |
| Tyne Tees       | 97<br>4%   | 9<br>4%                                 | 12<br>3%               | 7<br>3%                      | 14<br>3%       | 10<br>3%                                  | 18<br>3%       | 6<br>4%                              | 13<br>4%       |
| Wales           | 106<br>5%  | 8<br>4%                                 | 17<br>4%               | 12<br>5%                     | 21<br>5%       | 17<br>4%                                  | 32<br>6%       | 3<br>2%                              | 12<br>4%       |
| West            | 49<br>2%   | 5<br>2%                                 | 6<br>1%                | 4<br>2%                      | 8<br>2%        | 12<br>3%                                  | 11<br>2%       | 5<br>3%                              | 4<br>1%        |
| Westcountry     | 126<br>6%  | 8<br>4%                                 | 17<br>4%               | 14<br>6%                     | 28<br>6%       | 19<br>5%                                  | 40<br>7%       | 8<br>5%                              | 21<br>7%       |
| Yorkshire       | 212<br>10% | 9<br>4%                                 | 37<br>9% <sup>a</sup>  | 15<br>7%                     | 41<br>9%       | 29<br>7%                                  | 51<br>9%       | 11<br>7%                             | 34<br>11%      |

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 26  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

|               | Total    | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|---------------|----------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|               |          | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Weighted base | 2212     | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| UTV           | 63<br>3% | 4<br>2%                                 | 5<br>1%        | 11<br>5%                     | 12<br>3%       | 13<br>3%                                  | 13<br>2%       | -                                    | 4<br>1%        |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 27  
**Marital Status**  
 Base: All respondents

|  | Gender      |             |             | Age       |                     |                    |              |              |                   |                     | Social Grade       |              |               |              | Region       |                |                |                            |                   |                   |            |                    |                    |                |                | Employment Sector      |            |             |
|--|-------------|-------------|-------------|-----------|---------------------|--------------------|--------------|--------------|-------------------|---------------------|--------------------|--------------|---------------|--------------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|------------|--------------------|--------------------|----------------|----------------|------------------------|------------|-------------|
|  | Total       | Male (a)    | Female (b)  | 16-17 (c) | 18-24 (d)           | 25-34 (e)          | 35-44 (f)    | 45-54 (g)    | 55-64 (h)         | 65+ (i)             | AB (j)             | C1 (k)       | C2 (l)        | DE (m)       | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t)  | East of London (u) | London (v)         | South East (w) | South West (x) | North-east Ireland (y) | Public (A) | Private (B) |
| Unweighted base                              | 2212        | 1096        | 1116        | 29        | 213                 | 391                | 376          | 428          | 300               | 475                 | 707                | 618          | 363           | 524          | 215          | 87             | 229            | 208                        | 156               | 154               | 114        | 229                | 283                | 312            | 171            | 54                     | 304        | 985         |
| Weighted base                                | 2212        | 1082        | 1130        | 38*       | 284                 | 367                | 363          | 380          | 312               | 469                 | 583                | 608          | 484           | 537          | 185          | 94*            | 247            | 189                        | 191               | 161               | 107*       | 208                | 275                | 300            | 191            | 64*                    | 282        | 924         |
| Single                                       | 682<br>31%  | 344<br>32%  | 338<br>30%  | 36<br>97% | 230<br>81%efg<br>hi | 141<br>38%fgh<br>i | 110<br>30%hi | 93<br>24%hi  | 36<br>12%         | 36<br>8%            | 159<br>27%         | 223<br>37%jl | 111<br>23%    | 189<br>35%jl | 51<br>28%    | 36<br>38%uy    | 83<br>34%u     | 61<br>33%u                 | 57<br>30%         | 49<br>31%         | 37<br>34%u | 46<br>22%          | 103<br>37%nux<br>y | 96<br>32%u     | 50<br>26%      | 13<br>20%              | 83<br>29%  | 309<br>33%  |
| NET: Married/ Civil partnership/ co habiting | 1269<br>57% | 652<br>60%b | 617<br>55%  | -         | 48<br>17%           | 220<br>60%d        | 227<br>63%d  | 245<br>64%d  | 214<br>69%de      | 316<br>67%de        | 374<br>64%km       | 309<br>51%   | 343<br>71%jkm | 244<br>45%   | 106<br>57%v  | 52<br>55%      | 147<br>60%v    | 104<br>55%                 | 119<br>62%v       | 87<br>54%         | 56<br>53%  | 134<br>64%v        | 130<br>47%         | 177<br>59%v    | 115<br>60%v    | 42<br>65%v             | 176<br>62% | 551<br>60%  |
| Married                                      | 973<br>44%  | 531<br>49%b | 442<br>39%  | -         | 11<br>4%            | 119<br>32%d        | 164<br>45%de | 201<br>53%de | 182<br>58%def     | 296<br>63%def       | 303<br>52%km       | 236<br>39%   | 253<br>52%km  | 182<br>34%   | 82<br>44%    | 38<br>40%      | 110<br>45%v    | 77<br>41%                  | 103<br>54%qvw     | 69<br>43%         | 45<br>42%  | 102<br>49%v        | 96<br>35%          | 129<br>43%     | 86<br>45%      | 37<br>57%qv            | 127<br>45% | 387<br>42%  |
| Civil Partnership                            | 22<br>1%    | 13<br>1%    | 9<br>1%     | -         | 7<br>3%gi           | 4<br>1%            | 4<br>1%      | 2<br>*       | 3<br>1%           | 2<br>*              | 4<br>1%            | 5<br>1%      | 7<br>1%       | 6<br>1%      | 2<br>1%      | 1<br>1%        | 1<br>1%        | 3<br>2%                    | -                 | 3<br>3%ux         | -          | 5<br>2%            | 3<br>1%            | -              | 3<br>4%sux     | 6<br>2%                | 12<br>1%   |             |
| Co Habiting                                  | 274<br>12%  | 108<br>10%  | 167<br>15%a | -         | 30<br>11%i          | 96<br>26%dfg<br>hi | 59<br>16%ghi | 42<br>11%i   | 30<br>10%i        | 18<br>4%            | 67<br>11%          | 68<br>11%    | 83<br>17%jkm  | 56<br>10%    | 22<br>12%    | 12<br>13%      | 35<br>14%r     | 26<br>14%                  | 13<br>7%          | 18<br>11%         | 9<br>8%    | 31<br>15%ry        | 29<br>11%          | 46<br>15%ry    | 30<br>16%ry    | 3<br>4%                | 43<br>15%  | 151<br>16%  |
| NET: Widowed/ separated/ divorced            | 247<br>11%  | 82<br>8%    | 165<br>15%a | -         | 2<br>1%             | 3<br>1%            | 25<br>7%de   | 40<br>10%de  | 62<br>20%def<br>g | 115<br>25%defg<br>h | 48<br>10%defg<br>h | 72<br>8%     | 30<br>12%jl   | 96<br>6%     | 27<br>18%jkl | 7<br>15%prw    | 16<br>6%       | 23<br>12%                  | 14<br>7%          | 24<br>15%p        | 14<br>13%  | 28<br>14%p         | 34<br>12%p         | 26<br>9%       | 25<br>13%p     | 9<br>15%               | 23<br>8%   | 59<br>6%    |
| Widowed                                      | 66<br>3%    | 18<br>2%    | 48<br>4%a   | -         | -                   | -                  | 1<br>*       | 5<br>1%e     | 12<br>4%def<br>g  | 48<br>10%defg<br>h  | 13<br>2%           | 16<br>3%     | 7<br>1%       | 30<br>6%jkl  | 6<br>3%w     | 1<br>2%        | 4<br>2%        | 7<br>4%w                   | 5<br>3%           | 5<br>3%w          | 4<br>4%w   | 9<br>5%w           | 16<br>6%pw         | 2<br>1%        | 3<br>2%        | 2<br>4%                | 1<br>*     | 9<br>1%     |
| Separated                                    | 37<br>2%    | 17<br>2%    | 21<br>2%    | -         | -                   | 2<br>*             | 8<br>2%d     | 12<br>3%de   | 5<br>2%           | 11<br>2%de          | 10<br>2%           | 9<br>1%      | 5<br>1%       | 14<br>3%     | 4<br>2%      | 1<br>1%        | 3<br>1%        | 7<br>4%rw                  | 1<br>*            | 5<br>3%           | 3<br>3%    | 4<br>2%            | 4<br>1%            | 2<br>1%        | 1<br>1%        | 2<br>3%                | 7<br>2%    | 13<br>1%    |
| Divorced                                     | 143<br>6%   | 47<br>4%    | 96<br>9%a   | -         | 2<br>1%             | 2<br>*             | 16<br>4%de   | 23<br>6%de   | 44<br>14%def<br>g | 55<br>12%defg<br>h  | 25<br>4%           | 47<br>8%jl   | 18<br>4%      | 53<br>10%jl  | 17<br>9%p    | 5<br>5%        | 8<br>3%        | 9<br>5%                    | 8<br>4%           | 13<br>8%p         | 7<br>6%    | 15<br>7%           | 14<br>5%           | 22<br>7%       | 20<br>11%pr    | 5<br>8%                | 15<br>5%   | 38<br>4%    |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 27  
**Marital Status**  
**Base: All respondents**

|                      | Gender   |          | Age        |           |           |           |           |           |           | Social Grade |        |         |        |         | Region       |                |                |                            |                   |                   |           |              |            |                | Employment Sector |                        |            |             |
|----------------------|----------|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|--------|---------|--------|---------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------|------------|----------------|-------------------|------------------------|------------|-------------|
|                      | Total    | Male (a) | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g) | 55-64 (h) | 65+ (i)      | AB (j) | C1 (k)  | C2 (l) | DE (m)  | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u) | London (v) | South East (w) | South West (x)    | North-ern Ire-land (y) | Public (A) | Private (B) |
| Weighted base        | 2212     | 1082     | 1130       | 38*       | 284       | 367       | 363       | 380       | 312       | 469          | 583    | 608     | 484    | 537     | 185          | 94*            | 247            | 189                        | 191               | 161               | 107*      | 208          | 275        | 300            | 191               | 64*                    | 282        | 924         |
| Prefer not to answer | 14<br>1% | 4<br>*   | 10<br>1%   | 1<br>3%   | 2<br>1%   | 4<br>1%   | 2<br>*    | 3<br>1%   | -         | 3<br>1%      | 3<br>* | 4<br>1% | -      | 8<br>1% | 1<br>*       | -              | 1<br>*         | *                          | 1<br>*            | 1<br>1%           | -         | -            | 8<br>3%    | 2<br>1%        | 1<br>*            | -                      | 1<br>*     | 5<br>1%     |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 27  
**Marital Status**  
Base: All respondents

|  | Total       | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|--|-------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|  |             | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base                              | 2212        | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base                                | 2212        | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| Single                                       | 682<br>31%  | 58<br>27%                               | 110<br>27%     | 79<br>35%                    | 124<br>28%     | 126<br>31%                                | 161<br>30%     | 63<br>38%                            | 112<br>37%     |
| NET: Married/ Civil partnership/ co habiting | 1269<br>57% | 138<br>64%                              | 245<br>61%     | 129<br>58%                   | 266<br>60%     | 259<br>63%                                | 312<br>57%     | 85<br>52%                            | 163<br>54%     |
| Married                                      | 973<br>44%  | 105<br>49%                              | 198<br>49%     | 91<br>41%                    | 206<br>46%     | 203<br>50%                                | 243<br>45%     | 61<br>38%                            | 114<br>38%     |
| Civil Partnership                            | 22<br>1%    | 7<br>3%b                                | *<br>*         | 5<br>2%                      | 7<br>2%        | 6<br>1%                                   | 2<br>*         | -<br>-                               | 5<br>2%        |
| Co Habiting                                  | 274<br>12%  | 27<br>12%                               | 47<br>12%      | 33<br>15%                    | 54<br>12%      | 50<br>12%                                 | 66<br>12%      | 23<br>14%                            | 44<br>14%      |
| NET: Widowed/ separated/ divorced            | 247<br>11%  | 19<br>9%                                | 47<br>12%      | 14<br>6%                     | 53<br>12%c     | 24<br>6%                                  | 65<br>12%e     | 14<br>9%                             | 24<br>8%       |
| Widowed                                      | 66<br>3%    | 4<br>2%                                 | 8<br>2%        | 1<br>1%                      | 9<br>2%        | 3<br>1%                                   | 17<br>3%e      | 1<br>*                               | 10<br>3%       |
| Separated                                    | 37<br>2%    | 2<br>1%                                 | 4<br>1%        | 5<br>2%                      | 10<br>2%       | 5<br>1%                                   | 11<br>2%       | 3<br>2%                              | 3<br>1%        |
| Divorced                                     | 143<br>6%   | 12<br>6%                                | 35<br>9%       | 8<br>3%                      | 34<br>8%       | 16<br>4%                                  | 37<br>7%       | 11<br>7%                             | 12<br>4%       |
| Prefer not to answer                         | 14<br>1%    | 1<br>*                                  | 3<br>1%        | 1<br>1%                      | 3<br>1%        | 1<br>*                                    | 8<br>1%        | 1<br>1%                              | 4<br>1%        |

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 28  
Which of the following cities do you live in, or nearest to?  
Base: All respondents

|                 | Gender    |          |            | Age       |                        |                        |                       |                       |           |          | Social Grade |          |                       |                          |                                      | Region                               |                                       |                                      |                              |                               |                                    |              |            |                |                |                        | Employment Sector |               |
|-----------------|-----------|----------|------------|-----------|------------------------|------------------------|-----------------------|-----------------------|-----------|----------|--------------|----------|-----------------------|--------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--------------------------------------|------------------------------|-------------------------------|------------------------------------|--------------|------------|----------------|----------------|------------------------|-------------------|---------------|
|                 | Total     | Male (a) | Female (b) | 16-17 (c) | 18-24 (d)              | 25-34 (e)              | 35-44 (f)             | 45-54 (g)             | 55-64 (h) | 65+ (i)  | AB (j)       | C1 (k)   | C2 (l)                | DE (m)                   | Scotland (n)                         | North East (o)                       | North West (p)                        | Yorkshire & Humberside (q)           | West Midlands (r)            | East Midlands (s)             | Wales (t)                          | East-ern (u) | London (v) | South East (w) | South West (x) | North-ern Ire-land (y) | Public (A)        | Pri- vate (B) |
| Unweighted base | 2212      | 1096     | 1116       | 29        | 213                    | 391                    | 376                   | 428                   | 300       | 475      | 707          | 618      | 363                   | 524                      | 215                                  | 87                                   | 229                                   | 208                                  | 156                          | 154                           | 114                                | 229          | 283        | 312            | 171            | 54                     | 304               | 985           |
| Weighted base   | 2212      | 1082     | 1130       | 38*       | 284                    | 367                    | 363                   | 380                   | 312       | 469      | 583          | 608      | 484                   | 537                      | 185                                  | 94*                                  | 247                                   | 189                                  | 191                          | 161                           | 107*                               | 208          | 275        | 300            | 191            | 64*                    | 282               | 924           |
| Glasgow         | 82<br>4%  | 41<br>4% | 41<br>4%   | 4<br>10%  | 3<br>1%                | 16<br>4% <sup>d</sup>  | 14<br>4%              | 17<br>5% <sup>d</sup> | 10<br>3%  | 18<br>4% | 20<br>3%     | 23<br>4% | 18<br>4%              | 20<br>4%                 | 82<br>44% <sup>opqr</sup><br>stuvwxy | -                                    | -                                     | -                                    | -                            | -                             | -                                  | -            | -          | -              | -              | -                      | 12<br>4%          | 30<br>3%      |
| Edinburgh       | 75<br>3%  | 42<br>4% | 34<br>3%   | 1<br>4%   | 6<br>2%                | 10<br>3%               | 10<br>3%              | 11<br>3%              | 14<br>4%  | 23<br>5% | 23<br>4%     | 28<br>5% | 11<br>2%              | 14<br>3%                 | 74<br>40% <sup>opqr</sup><br>stuvwxy | 1<br>1%                              | -                                     | -                                    | -                            | -                             | -                                  | -            | -          | -              | -              | -                      | 12<br>4%          | 26<br>3%      |
| Newcastle       | 105<br>5% | 55<br>5% | 49<br>4%   | 1<br>2%   | 16<br>6%               | 18<br>5%               | 26<br>7% <sup>i</sup> | 15<br>4%              | 14<br>5%  | 14<br>3% | 23<br>4%     | 19<br>3% | 21<br>4%              | 42<br>8% <sup>ijkl</sup> | -                                    | 92<br>98% <sup>npqr</sup><br>stuvwxy | 11<br>4% <sup>nqrs</sup><br>tuvwx     | 1<br>*                               | -                            | -                             | -                                  | -            | 1<br>*     | -              | -              | -                      | 7<br>3%           | 44<br>5%      |
| Leeds           | 94<br>4%  | 49<br>4% | 45<br>4%   | -<br>-    | 17<br>6%               | 16<br>4%               | 16<br>5%              | 14<br>4%              | 13<br>4%  | 19<br>4% | 23<br>4%     | 24<br>4% | 31<br>6% <sup>m</sup> | 17<br>3%                 | -                                    | 1<br>1%                              | 2<br>1%                               | 91<br>48% <sup>nopr</sup><br>stuvwxy | -                            | -                             | -                                  | -            | -          | -              | -              | -                      | 20<br>7%          | 39<br>4%      |
| Hull            | 38<br>2%  | 16<br>2% | 21<br>2%   | -<br>-    | 2<br>1%                | 8<br>2%                | 3<br>1%               | 8<br>2%               | 3<br>1%   | 13<br>3% | 4<br>1%      | 10<br>2% | 6<br>1%               | 17<br>3% <sup>j</sup>    | -                                    | 1<br>1%                              | -                                     | 35<br>18% <sup>nopr</sup><br>stuvwxy | -                            | 1<br>*                        | -                                  | 1<br>1%      | -          | -              | -              | -                      | 5<br>2%           | 11<br>1%      |
| Sheffield       | 60<br>3%  | 28<br>3% | 32<br>3%   | 3<br>7%   | 5<br>2%                | 13<br>4%               | 7<br>2%               | 17<br>4% <sup>i</sup> | 7<br>2%   | 8<br>2%  | 12<br>2%     | 22<br>4% | 15<br>3%              | 10<br>2%                 | -                                    | -                                    | -                                     | 53<br>28% <sup>nopr</sup><br>stuvwxy | -                            | 6<br>4% <sup>npru</sup><br>vw | -                                  | -            | -          | -              | -              | -                      | 8<br>3%           | 31<br>3%      |
| Manchester      | 163<br>7% | 78<br>7% | 85<br>8%   | 5<br>13%  | 19<br>7%               | 30<br>8%               | 31<br>9%              | 29<br>8%              | 15<br>5%  | 35<br>7% | 49<br>8%     | 42<br>7% | 34<br>7%              | 38<br>7%                 | -                                    | -                                    | 153<br>62% <sup>noqr</sup><br>stuvwxy | 1<br>*                               | 6<br>3% <sup>nuvw</sup><br>x | -                             | 3<br>3% <sup>nuvw</sup><br>x       | -            | -          | -              | -              | 20<br>7%               | 75<br>8%          |               |
| Liverpool       | 79<br>4%  | 48<br>4% | 32<br>3%   | -<br>-    | 19<br>7% <sup>gi</sup> | 18<br>5% <sup>gi</sup> | 15<br>4% <sup>i</sup> | 8<br>2%               | 11<br>4%  | 8<br>2%  | 19<br>3%     | 20<br>3% | 15<br>3%              | 25<br>5%                 | -                                    | -                                    | 67<br>27% <sup>noqr</sup><br>stuvwxy  | -                                    | 1<br>1%                      | -                             | 10<br>9% <sup>noqr</sup><br>suvwxy | -            | -          | 1<br>*         | -              | -                      | 17<br>6%          | 32<br>3%      |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 28  
Which of the following cities do you live in, or nearest to?  
Base: All respondents

|               | Gender     |            |            | Age       |           |            |           |           |           |           |             | Social Grade |           |            |              | Region         |                |                                |                           |                   |                        |                          |                               |                             |                         |                        | Employment Sector |             |
|---------------|------------|------------|------------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-------------|--------------|-----------|------------|--------------|----------------|----------------|--------------------------------|---------------------------|-------------------|------------------------|--------------------------|-------------------------------|-----------------------------|-------------------------|------------------------|-------------------|-------------|
|               | Total      | Male (a)   | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e)  | 35-44 (f) | 45-54 (g) | 55-64 (h) | 65+ (i)   | AB (j)      | C1 (k)       | C2 (l)    | DE (m)     | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q)     | West Midlands (r)         | East Midlands (s) | Wales (t)              | East-ern (u)             | London (v)                    | South East (w)              | South West (x)          | North-ern Ire-land (y) | Public (A)        | Private (B) |
| Weighted base | 2212       | 1082       | 1130       | 38*       | 284       | 367        | 363       | 380       | 312       | 469       | 583         | 608          | 484       | 537        | 185          | 94*            | 247            | 189                            | 191                       | 161               | 107*                   | 208                      | 275                           | 300                         | 191                     | 64*                    | 282               | 924         |
| Nottingham    | 112<br>5%  | 60<br>6%   | 52<br>5%   | 2<br>7%   | 18<br>6%  | 17<br>5%   | 17<br>5%  | 16<br>4%  | 9<br>3%   | 33<br>7%h | 31<br>5%    | 32<br>5%     | 30<br>6%  | 20<br>4%   | -            | -              | -              | 3<br>1%                        | 105<br>65%nopq<br>rtuvwxy | -                 | 5<br>2%pqvw            | -                        | -                             | -                           | -                       | -                      | 12<br>4%          | 45<br>5%    |
| Birmingham    | 189<br>9%  | 102<br>9%  | 87<br>8%   | 3<br>7%   | 33<br>12% | 32<br>9%   | 29<br>8%  | 29<br>8%  | 21<br>7%  | 42<br>9%  | 54<br>9%    | 48<br>8%     | 50<br>10% | 37<br>7%   | -            | -              | -              | *<br>173<br>90%nopq<br>stuvwxy | 13<br>8%nopq<br>uvwxy     | 3<br>3%npuv<br>wx | -                      | -                        | -                             | -                           | -                       | 23<br>8%               | 87<br>9%          |             |
| Norwich       | 86<br>4%   | 31<br>3%   | 55<br>5%a  | 1<br>3%   | 6<br>2%   | 11<br>3%   | 14<br>4%  | 23<br>6%d | 10<br>3%  | 21<br>4%  | 19<br>3%    | 20<br>3%     | 23<br>5%  | 24<br>4%   | -            | -              | -              | -                              | -                         | -                 | -                      | 84<br>40%nopq<br>rstvwxy | -                             | 3<br>1%                     | -                       | 7<br>2%                | 41<br>4%          |             |
| Milton Keynes | 61<br>3%   | 31<br>3%   | 30<br>3%   | 2<br>5%   | 4<br>1%   | 7<br>2%    | 8<br>2%   | 15<br>4%  | 7<br>2%   | 18<br>4%  | 28<br>5%klm | 11<br>2%     | 9<br>2%   | 13<br>2%   | -            | -              | -              | -                              | 18<br>11%nopq<br>rtwxy    | -                 | 29<br>14%nopq<br>rtwxy | -                        | 14<br>5%npqr<br>tvx           | -                           | -                       | 9<br>3%                | 17<br>2%          |             |
| Brighton      | 48<br>2%   | 29<br>3%   | 19<br>2%   | 2<br>4%   | 6<br>2%   | 6<br>2%    | 8<br>2%   | 8<br>2%   | 12<br>4%i | 6<br>1%   | 15<br>3%    | 16<br>3%     | 10<br>2%  | 7<br>1%    | -            | -              | -              | -                              | -                         | -                 | -                      | -                        | -                             | 48<br>16%nopq<br>rstuvwxy   | -                       | 4<br>2%                | 20<br>2%          |             |
| Oxford        | 30<br>1%   | 12<br>1%   | 18<br>2%   | -         | 6<br>2%   | 8<br>2%i   | 7<br>2%   | 4<br>1%   | 3<br>1%   | 2<br>*    | 12<br>2%m   | 11<br>2%m    | 5<br>1%   | 2<br>*     | -            | -              | -              | -                              | -                         | -                 | -                      | 1<br>*                   | 22<br>7%nopq<br>rstuv         | 7<br>4%npqr<br>suv          | -                       | 6<br>2%                | 16<br>2%          |             |
| London        | 485<br>22% | 223<br>21% | 261<br>23% | 13<br>35% | 61<br>22% | 95<br>26%i | 75<br>21% | 79<br>21% | 71<br>23% | 91<br>19% | 143<br>25%l | 136<br>22%   | 89<br>18% | 116<br>22% | -            | -              | 2<br>1%        | -                              | 1<br>*                    | 2<br>1%           | -                      | 59<br>28%nop<br>qrstxy   | 273<br>99%nop<br>qrstuw<br>xy | 145<br>48%nopq<br>rstuxy    | 3<br>2%                 | -                      | 53<br>19%         | 231<br>25%A |
| Southampton   | 69<br>3%   | 38<br>3%   | 31<br>3%   | -         | 10<br>4%  | 7<br>2%    | 12<br>3%  | 13<br>3%  | 10<br>3%  | 16<br>3%  | 20<br>3%    | 21<br>3%     | 15<br>3%  | 14<br>3%   | -            | -              | -              | -                              | -                         | -                 | -                      | -                        | -                             | 48<br>16%nop<br>qrstuv<br>y | 20<br>11%nopq<br>rstuvy | 9<br>3%                | 35<br>4%          |             |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base





## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 28  
Which of the following cities do you live in, or nearest to?  
Base: All respondents

|               | Gender    |          |            | Age       |           |           |           |           |            |           | Social Grade |           |           |           | Region                |                |                |                        |                   |                     |                          |                       |            |                |                          | Employment Sector |            |             |
|---------------|-----------|----------|------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|--------------|-----------|-----------|-----------|-----------------------|----------------|----------------|------------------------|-------------------|---------------------|--------------------------|-----------------------|------------|----------------|--------------------------|-------------------|------------|-------------|
|               | Total     | Male (a) | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g) | 55-64 (h)  | 65+ (i)   | AB (l)       | C1 (k)    | C2 (l)    | DE (m)    | Scotland (n)          | North East (o) | North West (p) | Yorkshire & Humber (q) | West Midlands (r) | East Midlands (s)   | Wales (t)                | East of London (u)    | London (v) | South East (w) | South West (x)           | North Ireland (y) | Public (A) | Private (B) |
| Weighted base | 2212      | 1082     | 1130       | 38*       | 284       | 367       | 363       | 380       | 312        | 469       | 583          | 608       | 484       | 537       | 185                   | 94*            | 247            | 189                    | 191               | 161                 | 107*                     | 208                   | 275        | 300            | 191                      | 64*               | 282        | 924         |
| Bristol       | 82<br>4%  | 39<br>4% | 43<br>4%   | -         | 16<br>6%  | 9<br>2%   | 18<br>5%  | 12<br>3%  | 6<br>2%    | 20<br>4%  | 10<br>2%     | 24<br>4%j | 24<br>5%j | 24<br>4%j | -                     | -              | -              | -                      | -                 | -                   | 1<br>1%                  | -                     | *<br>1%    | 2              | 79<br>41%nopq<br>rstuvw  | -                 | 12<br>4%   | 31<br>3%    |
| Plymouth      | 70<br>3%  | 29<br>3% | 40<br>4%   | -         | 6<br>2%   | 3<br>1%   | 9<br>2%   | 16<br>4%e | 12<br>4%e  | 24<br>5%e | 12<br>2%     | 23<br>4%  | 18<br>4%  | 17<br>3%  | -                     | -              | -              | -                      | -                 | -                   | -                        | -                     | -          | -              | 70<br>36%nopq<br>rstuvw  | -                 | 11<br>4%   | 26<br>3%    |
| Cardiff       | 85<br>4%  | 41<br>4% | 43<br>4%   | -         | 16<br>6%g | 11<br>3%  | 15<br>4%  | 7<br>2%   | 20<br>7%eg | 15<br>3%  | 14<br>2%     | 20<br>3%  | 24<br>5%j | 26<br>5%j | -                     | -              | -              | -                      | -                 | -                   | 85<br>79%nopq<br>rsuvwxy | -                     | -          | -              | -                        | -                 | 12<br>4%   | 31<br>3%    |
| Belfast       | 64<br>3%  | 24<br>2% | 40<br>4%   | -         | 4<br>1%   | 11<br>3%  | 9<br>3%   | 17<br>4%i | 16<br>5%di | 6<br>1%   | 20<br>3%     | 21<br>4%  | 9<br>2%   | 14<br>3%  | -                     | -              | -              | -                      | -                 | -                   | -                        | -                     | -          | -              | 64<br>100%nopq<br>rstuvw | 11<br>4%          | 27<br>3%   |             |
| None of these | 137<br>6% | 65<br>6% | 73<br>6%   | 1<br>4%   | 11<br>4%  | 21<br>6%  | 17<br>5%  | 24<br>6%  | 26<br>8%   | 38<br>8%  | 35<br>6%     | 36<br>6%  | 27<br>6%  | 40<br>7%  | 28<br>15%opqr<br>twxy | -              | 11<br>5%v      | 8<br>4%v               | 8<br>4%v          | 17<br>10%opqr<br>vy | 7<br>6%ov                | 30<br>14%opqr<br>twxy | -          | 17<br>6%ov     | 12<br>6%ov               | -                 | 10<br>4%   | 30<br>3%    |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 28  
Which of the following cities do you live in, or nearest to?  
Base: All respondents

|                 | Total     | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|-----------------|-----------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                 |           | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base | 2212      | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base   | 2212      | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| Glasgow         | 82<br>4%  | 13<br>6%                                | 16<br>4%       | 8<br>4%                      | 13<br>3%       | 16<br>4%                                  | 17<br>3%       | 5<br>3%                              | 9<br>3%        |
| Edinburgh       | 75<br>3%  | 7<br>3%                                 | 18<br>4%       | 3<br>1%                      | 14<br>3%       | 15<br>4%                                  | 14<br>3%       | 4<br>2%                              | 9<br>3%        |
| Newcastle       | 105<br>5% | 9<br>4%                                 | 12<br>3%       | 8<br>4%                      | 16<br>4%       | 11<br>3%                                  | 16<br>3%       | 6<br>4%                              | 14<br>5%       |
| Leeds           | 94<br>4%  | 5<br>3%                                 | 18<br>4%       | 5<br>2%                      | 22<br>5%       | 12<br>3%                                  | 26<br>5%       | 7<br>4%                              | 21<br>7%       |
| Hull            | 38<br>2%  | 3<br>2%                                 | 5<br>1%        | 2<br>1%                      | 7<br>2%        | 3<br>1%                                   | 7<br>1%        | 1<br>1%                              | 2<br>1%        |
| Sheffield       | 60<br>3%  | 1<br>*                                  | 11<br>3%       | 4<br>2%                      | 8<br>2%        | 11<br>3%                                  | 11<br>2%       | 4<br>3%                              | 9<br>3%        |
| Manchester      | 163<br>7% | 21<br>10%                               | 23<br>6%       | 21<br>9%                     | 26<br>6%       | 39<br>9%                                  | 29<br>5%       | 16<br>10%                            | 19<br>6%       |
| Liverpool       | 79<br>4%  | 5<br>2%                                 | 9<br>2%        | 10<br>4%                     | 14<br>3%       | 11<br>3%                                  | 16<br>3%       | 9<br>5%                              | 13<br>4%       |
| Nottingham      | 112<br>5% | 11<br>5%                                | 27<br>7%       | 11<br>5%                     | 26<br>6%       | 23<br>6%                                  | 35<br>6%       | 8<br>5%                              | 10<br>3%       |
| Birmingham      | 189<br>9% | 17<br>8%                                | 40<br>10%      | 28<br>12%                    | 32<br>7%       | 47<br>11%                                 | 58<br>11%      | 15<br>9%                             | 17<br>6%       |
| Norwich         | 86<br>4%  | 9<br>4%                                 | 17<br>4%       | 7<br>3%                      | 29<br>7%       | 16<br>4%                                  | 24<br>4%       | 3<br>2%                              | 17<br>6%       |
| Milton Keynes   | 61<br>3%  | 3<br>2%                                 | 19<br>5%       | 7<br>3%                      | 12<br>3%       | 12<br>3%                                  | 15<br>3%       | 7<br>5%                              | 5<br>2%        |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 28  
Which of the following cities do you live in, or nearest to?  
Base: All respondents

|               | Total      | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|---------------|------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|               |            | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Weighted base | 2212       | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| Brighton      | 48<br>2%   | 4<br>2%                                 | 13<br>3%       | 3<br>1%                      | 13<br>3%       | 8<br>2%                                   | 17<br>3%       | 4<br>3%                              | 7<br>2%        |
| Oxford        | 30<br>1%   | 4<br>2%                                 | 2<br>1%        | -<br>-                       | 5<br>1%        | 5<br>1%                                   | 8<br>1%        | -<br>-                               | 11<br>4%g      |
| London        | 485<br>22% | 66<br>31%                               | 98<br>24%      | 57<br>25%                    | 109<br>24%     | 105<br>26%                                | 125<br>23%     | 46<br>28%                            | 80<br>26%      |
| Southampton   | 69<br>3%   | 9<br>4%                                 | 12<br>3%       | 8<br>4%                      | 10<br>2%       | 13<br>3%                                  | 14<br>3%       | 9<br>5%h                             | 4<br>1%        |
| Bristol       | 82<br>4%   | 7<br>3%                                 | 12<br>3%       | 10<br>4%                     | 15<br>3%       | 19<br>5%                                  | 24<br>4%       | 5<br>3%                              | 13<br>4%       |
| Plymouth      | 70<br>3%   | 4<br>2%                                 | 11<br>3%       | 8<br>4%                      | 17<br>4%       | 8<br>2%                                   | 16<br>3%       | 6<br>4%                              | 10<br>3%       |
| Cardiff       | 85<br>4%   | 6<br>3%                                 | 15<br>4%       | 10<br>4%                     | 18<br>4%       | 12<br>3%                                  | 27<br>5%       | 3<br>2%                              | 8<br>3%        |
| Belfast       | 64<br>3%   | 5<br>3%                                 | 5<br>1%        | 11<br>5%                     | 10<br>2%       | 13<br>3%                                  | 12<br>2%       | -<br>-                               | 4<br>1%        |
| None of these | 137<br>6%  | 7<br>3%                                 | 23<br>6%       | 6<br>2%                      | 30<br>7%c      | 12<br>3%                                  | 34<br>6%e      | 6<br>4%                              | 20<br>7%       |

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 29  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

|                    | Gender        |             |             | Age         |           |            |              |             |             |               | Social Grade |             |              |              |               | Region         |                |                            |                   |                   |              |                    |             |                |                |                | Employment Sector |             |            |
|--------------------|---------------|-------------|-------------|-------------|-----------|------------|--------------|-------------|-------------|---------------|--------------|-------------|--------------|--------------|---------------|----------------|----------------|----------------------------|-------------------|-------------------|--------------|--------------------|-------------|----------------|----------------|----------------|-------------------|-------------|------------|
|                    | Total         | Male (a)    | Female (b)  | 16-17 (c)   | 18-24 (d) | 25-34 (e)  | 35-44 (f)    | 45-54 (g)   | 55-64 (h)   | 65+ (i)       | AB (j)       | C1 (k)      | C2 (l)       | DE (m)       | Scotland (n)  | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t)    | East of London (u) | London (v)  | South East (w) | South West (x) | North-east (y) | Public (A)        | Private (B) |            |
| Unweighted base    | 2212          | 1096        | 1116        | 29          | 213       | 391        | 376          | 428         | 300         | 475           | 707          | 618         | 363          | 524          | 215           | 87             | 229            | 208                        | 156               | 154               | 114          | 229                | 283         | 312            | 171            | 54             | 304               | 985         |            |
| Weighted base      | 2212          | 1082        | 1130        | 38*         | 284       | 367        | 363          | 380         | 312         | 469           | 583          | 608         | 484          | 537          | 185           | 94*            | 247            | 189                        | 191               | 161               | 107*         | 208                | 275         | 300            | 191            | 64*            | 282               | 924         |            |
| Up to £7,000       | (3.5)<br>4%   | 98<br>4%    | 48<br>4%    | 50<br>4%    | 2<br>5%   | 16<br>6%i  | 20<br>5%i    | 17<br>5%i   | 19<br>5%i   | 18<br>6%i     | 5<br>1%      | 5<br>1%     | 19<br>3%jl   | 5<br>1%      | 69<br>13%jkl  | 8<br>4%        | 7<br>7%r       | 11<br>4%                   | 4<br>2%           | 3<br>1%           | 8<br>5%      | 8<br>8%qr          | 8<br>4%     | 23<br>8%qrwx   | 11<br>4%       | 4<br>2%        | 4<br>5%           | 3<br>1%     | 22<br>2%   |
| £7,001 to £14,000  | (10.5)<br>13% | 298<br>11%  | 116<br>11%  | 182<br>16%a | 5<br>15%  | 34<br>12%e | 21<br>6%     | 52<br>14%e  | 55<br>15%e  | 55<br>18%e    | 74<br>16%e   | 19<br>3%    | 58<br>10%j   | 40<br>8%j    | 181<br>34%jkl | 32<br>17%rw    | 12<br>13%      | 40<br>16%r                 | 32<br>17%rw       | 14<br>7%          | 26<br>16%r   | 15<br>14%          | 28<br>13%   | 31<br>11%      | 30<br>10%      | 33<br>17%rw    | 5<br>8%           | 10<br>3%    | 88<br>10%A |
| £14,001 to £21,000 | (17.5)<br>14% | 307<br>11%  | 124<br>11%  | 183<br>16%a | -<br>5%   | 15<br>13%d | 46<br>10%d   | 37<br>13%d  | 51<br>17%df | 52<br>22%defg | 105<br>7%    | 39<br>16%j  | 96<br>13%j   | 64<br>20%jl  | 108<br>14%    | 26<br>18%      | 17<br>10%      | 26<br>19%pvw               | 35<br>20%pvw      | 39<br>13%         | 20<br>20%pvw | 21<br>16%          | 33<br>11%   | 30<br>11%      | 32<br>12%      | 23<br>8%       | 5<br>13%          | 35<br>10%   | 103<br>11% |
| £21,001 to £28,000 | (24.5)<br>14% | 319<br>15%  | 158<br>14%  | 161<br>14%  | 6<br>15%  | 24<br>8%   | 58<br>16%d   | 49<br>13%   | 56<br>15%d  | 51<br>16%d    | 76<br>16%d   | 77<br>13%   | 108<br>18%jm | 74<br>15%    | 60<br>11%     | 26<br>14%      | 17<br>18%      | 34<br>14%                  | 18<br>10%         | 27<br>14%         | 27<br>17%    | 13<br>12%          | 35<br>17%   | 34<br>12%      | 46<br>15%      | 31<br>16%      | 9<br>14%          | 45<br>16%   | 133<br>14% |
| £28,001 to £34,000 | (31)<br>13%   | 290<br>14%  | 151<br>14%  | 140<br>12%  | -<br>10%  | 28<br>10%  | 38<br>10%    | 56<br>15%   | 52<br>14%   | 40<br>13%     | 76<br>16%de  | 79<br>13%lm | 70<br>12%    | 97<br>20%jkm | 45<br>8%      | 23<br>12%      | 8<br>9%        | 31<br>13%                  | 26<br>14%         | 21<br>11%         | 14<br>8%     | 19<br>17%st        | 37<br>18%sv | 27<br>10%      | 38<br>13%      | 35<br>18%sv    | 11<br>17%         | 41<br>14%   | 123<br>13% |
| £34,001 to £41,000 | (37.5)<br>10% | 216<br>12%b | 129<br>12%b | 87<br>8%    | 3<br>8%   | 18<br>6%   | 34<br>9%     | 39<br>11%   | 31<br>8%    | 41<br>13%dg   | 50<br>11%    | 74<br>13%lm | 62<br>10%lm  | 62<br>13%lm  | 18<br>3%      | 25<br>14%v     | 5<br>5%        | 26<br>11%                  | 17<br>9%          | 25<br>13%v        | 13<br>8%     | 9<br>9%            | 25<br>12%v  | 16<br>6%       | 32<br>11%      | 19<br>10%      | 4<br>7%           | 36<br>13%   | 105<br>11% |
| £41,001 to £48,000 | (44.5)<br>7%  | 146<br>7%   | 74<br>7%    | 72<br>6%    | 3<br>8%   | 10<br>4%   | 39<br>11%dhi | 30<br>8%di  | 30<br>8%di  | 16<br>5%      | 19<br>4%     | 58<br>10%lm | 52<br>9%lm   | 34<br>7%lm   | 2<br>*        | 14<br>8%       | 5<br>5%        | 13<br>8%                   | 15<br>8%          | 10<br>5%          | 14<br>8%     | 2<br>2%            | 11<br>5%    | 22<br>8%       | 19<br>6%       | 14<br>7%       | 6<br>10%t         | 29<br>10%   | 83<br>9%   |
| £48,001 to £55,000 | (51.5)<br>8%  | 166<br>9%   | 94<br>9%    | 73<br>6%    | 2<br>6%   | 18<br>6%   | 34<br>9%i    | 41<br>11%hi | 36<br>9%i   | 16<br>5%      | 19<br>4%     | 69<br>12%km | 42<br>7%lm   | 40<br>8%lm   | 15<br>3%      | 10<br>6%       | 4<br>4%        | 25<br>10%st                | 15<br>8%          | 16<br>8%          | 6<br>4%      | 6<br>6%            | 13<br>8%    | 21<br>8%       | 31<br>10%st    | 12<br>6%       | 6<br>10%          | 30<br>11%   | 103<br>11% |
| £55,001 to £62,000 | (58.5)<br>3%  | 60<br>4%b   | 42<br>4%b   | 17<br>2%    | 3<br>7%   | 3<br>1%    | 17<br>5%dhi  | 13<br>4%h   | 13<br>3%    | 3<br>1%       | 7<br>2%      | 35<br>6%klm | 14<br>2%lm   | 8<br>2%      | 3<br>1%       | 4<br>2%        | 2<br>2%        | 6<br>3%                    | 5<br>1%           | 3<br>1%           | 2<br>2%      | 4<br>2%            | 14<br>5%    | 14<br>5%       | 4<br>2%        | 1<br>1%        | 17<br>6%B         | 29<br>3%    |            |
| £62,001 to £69,000 | (65.5)<br>2%  | 40<br>2%    | 23<br>2%    | 17<br>1%    | -<br>2%h  | 5<br>4%hi  | 5<br>1%      | 11<br>3%h   | -<br>1%     | 5<br>1%       | 21<br>4%lm   | 11<br>2%lm  | 7<br>2%lm    | 1<br>*       | -<br>*        | 1<br>1%        | 10<br>4%nqx    | 1<br>1%                    | 2<br>1%           | 3<br>2%           | 1<br>1%      | 2<br>1%            | 8<br>3%n    | 7<br>2%n       | 1<br>*         | 3<br>5%nqx     | 7<br>3%           | 25<br>3%    |            |
| £69,001 to £76,000 | (72.5)<br>1%  | 30<br>1%    | 19<br>2%    | 11<br>1%    | -<br>3%fi | 10<br>2%i  | 7<br>2%i     | 2<br>*      | 8<br>2%i    | 2<br>1%       | 1<br>*       | 22<br>4%klm | 2<br>*       | 4<br>1%      | 1<br>*        | 2<br>1%        | 3<br>1%        | -<br>1%                    | 2<br>1%           | 4<br>2%q          | -<br>-       | 4<br>2%            | 9<br>3%qx   | 3<br>1%        | -<br>-         | 3<br>4%qx      | 6<br>2%           | 17<br>2%    |            |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 29  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

|                         | Gender |          | Age        |           |           |           |           |           |           |         | Social Grade |        |        |        |              | Region         |                |                            |                   |                   |           |              |            | Employment Sector |                |                        |            |             |
|-------------------------|--------|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|---------|--------------|--------|--------|--------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|--------------|------------|-------------------|----------------|------------------------|------------|-------------|
|                         | Total  | Male (a) | Female (b) | 16-17 (c) | 18-24 (d) | 25-34 (e) | 35-44 (f) | 45-54 (g) | 55-64 (h) | 65+ (i) | AB (j)       | C1 (k) | C2 (l) | DE (m) | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t) | East-ern (u) | London (v) | South East (w)    | South West (x) | North-ern Ire-land (y) | Public (A) | Private (B) |
| Weighted base           | 2212   | 1082     | 1130       | 38*       | 284       | 367       | 363       | 380       | 312       | 469     | 583          | 608    | 484    | 537    | 185          | 94*            | 247            | 189                        | 191               | 161               | 107*      | 208          | 275        | 300               | 191            | 64*                    | 282        | 924         |
| £76,001 to £83,000      | (79.5) | 17       | 7          | 10        | -         | 4         | 6         | 3         | 1         | -       | 13           | 1      | 2      | -      | -            | 1              | 1              | 1                          | 1                 | 2                 | 1         | -            | 3          | 4                 | 1              | 1                      | 1          | 13          |
|                         |        | 1%       | 1%         | 1%        | -         | 1%        | 2%        | 1%        | *         | -       | 2%klm        | *      | *      | -      | -            | 1%             | 1%             | 1%                         | 1%                | 2%                | 1%        | -            | 1%         | 1%                | 1%             | 2%                     | *          | 1%          |
| £83,001 or more         | (86)   | 41       | 30         | 11        | 2         | 22        | 11        | 3         | 1         | 1       | 23           | 14     | 4      | 1      | 2            | 1              | 2              | 3                          | 5                 | 2                 | 2         | 2            | 15         | 5                 | 1              | 1                      | 11         | 17          |
|                         |        | 2%       | 3%b        | 1%        | 5%        | 8%efgh    | 3%ghi     | 1%        | *         | *       | 4%lm         | 2%lm   | 1%     | *      | 1%           | 1%             | 1%             | 3%                         | 3%                | 2%                | 2%        | 2%           | 6%npqu     | 2%                | 1%             | 2%                     | 4%         | 2%          |
| Prefer not to answer    | 184    | 68       | 115        | 12        | 76        | 22        | 16        | 17        | 15        | 25      | 50           | 58     | 43     | 33     | 13           | 15             | 18             | 17                         | 21                | 20                | 7         | 6            | 21         | 28                | 13             | 4                      | 11         | 63          |
|                         |        | 8%       | 6%         | 10%a      | 32%       | 27%efgh   | 6%        | 4%        | 4%        | 5%      | 9%           | 9%     | 9%     | 6%     | 7%           | 16%npuv        | 7%             | 9%u                        | 11%u              | 12%u              | 7%        | 3%           | 8%u        | 9%u               | 7%             | 4%                     | 4%         | 7%          |
| Average income (£000's) | 30.55  | 33.06b   | 28.05      | 33.88     | 36.63f    | 35.52f    | 31.06h    | 30.43h    | 25.72     | 26.59   | 41.58k       | 30.85m | 31.82m | 17.45  | 28.01        | 25.59          | 31.09o         | 28.76                      | 31.99o            | 29.31             | 26.38     | 28.73        | 34.74n     | 33.42n            | 28.21          | 35.63n                 | 37.64B     | 34.70       |
|                         |        |          |            |           | ghi       | ghi       | i         | i         |           |         | lm           |        |        |        |              |                |                | t                          |                   |                   |           | oqstux       | oqtux      | oqtux             |                |                        |            |             |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 29  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

|                    | Total                | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|--------------------|----------------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                    |                      | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base    | 2212                 | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base      | 2212                 | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| Up to £7,000       | (3.5)<br>98<br>4%    | 7<br>3%                                 | 27<br>7%       | 5<br>2%                      | 18<br>4%       | 8<br>2%                                   | 20<br>4%       | 5<br>3%                              | 15<br>5%       |
| £7,001 to £14,000  | (10.5)<br>298<br>13% | 23<br>11%                               | 44<br>11%      | 22<br>10%                    | 49<br>11%      | 41<br>10%                                 | 65<br>12%      | 12<br>8%                             | 24<br>8%       |
| £14,001 to £21,000 | (17.5)<br>307<br>14% | 24<br>11%                               | 44<br>11%      | 23<br>10%                    | 54<br>12%      | 47<br>11%                                 | 65<br>12%      | 16<br>10%                            | 33<br>11%      |
| £21,001 to £28,000 | (24.5)<br>319<br>14% | 34<br>16%                               | 75<br>19%      | 28<br>12%                    | 70<br>16%      | 56<br>14%                                 | 94<br>17%      | 28<br>17%                            | 31<br>10%      |
| £28,001 to £34,000 | (31)<br>290<br>13%   | 35<br>16%                               | 57<br>14%      | 36<br>16%                    | 54<br>12%      | 59<br>14%                                 | 73<br>13%      | 13<br>8%                             | 45<br>15%      |
| £34,001 to £41,000 | (37.5)<br>216<br>10% | 19<br>9%                                | 30<br>7%       | 24<br>11%                    | 39<br>9%       | 45<br>11%                                 | 55<br>10%      | 17<br>10%                            | 25<br>8%       |
| £41,001 to £48,000 | (44.5)<br>146<br>7%  | 16<br>8%                                | 29<br>7%       | 20<br>9%                     | 35<br>8%       | 36<br>9%                                  | 44<br>8%       | 13<br>8%                             | 29<br>10%      |
| £48,001 to £55,000 | (51.5)<br>166<br>8%  | 15<br>7%                                | 39<br>10%      | 19<br>8%                     | 46<br>10%      | 41<br>10%                                 | 37<br>7%       | 17<br>10%                            | 32<br>11%      |
| £55,001 to £62,000 | (58.5)<br>60<br>3%   | 4<br>2%                                 | 17<br>4%       | 6<br>3%                      | 21<br>5%       | 7<br>2%                                   | 24<br>4%e      | 3<br>2%                              | 14<br>4%       |
| £62,001 to £69,000 | (65.5)<br>40<br>2%   | 6<br>3%                                 | 7<br>2%        | 3<br>1%                      | 11<br>2%       | 9<br>2%                                   | 8<br>1%        | 7<br>4%                              | 6<br>2%        |
| £69,001 to £76,000 | (72.5)<br>30<br>1%   | 8<br>4%                                 | 7<br>2%        | 8<br>3%                      | 8<br>2%        | 18<br>4%f                                 | 3<br>1%        | 4<br>2%                              | 6<br>2%        |
| £76,001 to £83,000 | (79.5)<br>17<br>1%   | 3<br>1%                                 | 3<br>1%        | 2<br>1%                      | 4<br>1%        | 6<br>2%                                   | 6<br>1%        | 2<br>1%                              | 5<br>2%        |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h

**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 29

**What is the combined annual income of your household, prior to tax being deducted?**

**Base: All respondents**

|                         | Total | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|-------------------------|-------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                         |       | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Weighted base           | 2212  | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| £83,001 or more         | (86)  | 41<br>2%                                | 7<br>3%        | 5<br>1%                      | 9<br>4%        | 15<br>3%                                  | 8<br>2%        | 11<br>2%                             | 7<br>2%        |
| Prefer not to answer    | 184   | 15<br>8%                                | 21<br>7%       | 19<br>9%                     | 21<br>5%       | 28<br>7%                                  | 39<br>7%       | 16<br>10%                            | 32<br>11%      |
| Average income (£000's) | 30.55 | 34.11                                   | 31.06          | 35.45                        | 34.11          | 35.16f                                    | 31.54          | 37.73                                | 35.14          |

**Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h**

## Complaints Survey

### ONLINE Fieldwork: 6th-7th December 2017

Absolutes/col percents

Table 30  
**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**  
**Base: All respondents**

|                          | Gender      |            | Age         |           |               |               |              |               |                | Social Grade   |              |              |              | Region        |              |                |                |                            |                   |                   |                |              |              | Employment Sector |                |                       |            |             |
|--------------------------|-------------|------------|-------------|-----------|---------------|---------------|--------------|---------------|----------------|----------------|--------------|--------------|--------------|---------------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|----------------|--------------|--------------|-------------------|----------------|-----------------------|------------|-------------|
|                          | Total       | Male (a)   | Female (b)  | 16-17 (c) | 18-24 (d)     | 25-34 (e)     | 35-44 (f)    | 45-54 (g)     | 55-64 (h)      | 65+ (i)        | AB (j)       | C1 (k)       | C2 (l)       | DE (m)        | Scotland (n) | North East (o) | North West (p) | Yorkshire & Humberside (q) | West Midlands (r) | East Midlands (s) | Wales (t)      | East-ern (u) | London (v)   | South East (w)    | South West (x) | North-ern Ireland (y) | Public (A) | Private (B) |
| Unweighted base          | 2212        | 1096       | 1116        | 29        | 213           | 391           | 376          | 428           | 300            | 475            | 707          | 618          | 363          | 524           | 215          | 87             | 229            | 208                        | 156               | 154               | 114            | 229          | 283          | 312               | 171            | 54                    | 304        | 985         |
| Weighted base            | 2212        | 1082       | 1130        | 38*       | 284           | 367           | 363          | 380           | 312            | 469            | 583          | 608          | 484          | 537           | 185          | 94*            | 247            | 189                        | 191               | 161               | 107*           | 208          | 275          | 300               | 191            | 64*                   | 282        | 924         |
| NET: Yes                 | 548<br>25%  | 243<br>22% | 305<br>27%a | 6<br>15%  | 44<br>15%     | 59<br>16%     | 81<br>22%e   | 104<br>27%de  | 114<br>37%defg | 139<br>30%defg | 98<br>17%    | 116<br>19%   | 117<br>24%j  | 217<br>40%jkl | 57<br>31%pvw | 22<br>23%      | 51<br>21%      | 42<br>22%                  | 42<br>22%         | 58<br>36%pqrw     | 36<br>34%pqw   | 56<br>27%    | 57<br>21%    | 59<br>20%         | 46<br>24%      | 23<br>35%pvw          | 51<br>18%  | 125<br>14%  |
| Yes - physical condition | 319<br>14%  | 137<br>13% | 182<br>16%a | -<br>-    | 16<br>6%      | 17<br>5%      | 38<br>11%e   | 62<br>16%defg | 83<br>27%defg  | 102<br>22%defg | 58<br>10%    | 66<br>11%    | 71<br>15%j   | 124<br>23%jkl | 33<br>18%    | 12<br>13%      | 28<br>11%      | 22<br>12%                  | 20<br>11%         | 32<br>20%prvw     | 26<br>24%ppqrw | 35<br>17%    | 35<br>13%    | 34<br>11%         | 28<br>15%      | 14<br>21%             | 19<br>7%   | 70<br>8%    |
| Yes - mental condition   | 210<br>9%   | 83<br>8%   | 127<br>11%a | 6<br>15%  | 33<br>12%i    | 37<br>10%i    | 49<br>14%i   | 49<br>13%i    | 30<br>10%i     | 7<br>1%        | 32<br>6%     | 48<br>8%     | 30<br>6%     | 99<br>18%jkl  | 18<br>10%    | 11<br>12%      | 16<br>7%       | 12<br>7%                   | 18<br>10%         | 26<br>16%ppqw     | 13<br>12%      | 21<br>10%    | 17<br>6%     | 25<br>8%          | 17<br>9%       | 14<br>21%npqrw        | 29<br>10%B | 46<br>5%    |
| Yes - disability         | 200<br>9%   | 99<br>9%   | 101<br>9%   | -<br>-    | 8<br>3%       | 12<br>3%      | 30<br>8%de   | 46<br>12%de   | 44<br>14%def   | 60<br>13%de    | 35<br>6%     | 30<br>5%     | 42<br>9%k    | 93<br>17%jkl  | 25<br>13%qrw | 6<br>6%        | 19<br>8%       | 13<br>7%                   | 11<br>6%          | 28<br>17%opqrw    | 10<br>9%       | 13<br>6%     | 20<br>7%     | 27<br>9%          | 21<br>11%      | 7<br>11%              | 7<br>3%    | 32<br>3%    |
| Yes - other              | 34<br>2%    | 27<br>3%b  | 7<br>1%     | -<br>-    | 1<br>*        | 5<br>1%       | 2<br>1%      | 10<br>3%f     | 4<br>1%        | 12<br>3%f      | 4<br>1%      | 3<br>*       | 11<br>2%k    | 16<br>3%jk    | 9<br>5%opqt  | -<br>-         | 3<br>1%        | 2<br>1%                    | 3<br>2%           | 3<br>2%           | -<br>-         | 4<br>2%      | 5<br>2%      | 3<br>1%           | 1<br>1%        | -<br>-                | 3<br>1%    | 6<br>1%     |
| No                       | 1612<br>73% | 808<br>75% | 804<br>71%  | 29<br>78% | 225<br>79%ghi | 297<br>81%ghi | 277<br>76%hi | 267<br>70%h   | 191<br>61%     | 326<br>70%h    | 471<br>81%lm | 477<br>79%lm | 360<br>74%lm | 303<br>57%    | 124<br>67%   | 70<br>74%      | 187<br>76%st   | 141<br>75%st               | 147<br>77%st      | 101<br>63%        | 67<br>62%      | 149<br>72%   | 208<br>76%st | 234<br>78%nst     | 144<br>76%st   | 41<br>64%             | 225<br>80% | 780<br>84%  |
| Prefer not to say        | 52<br>2%    | 31<br>3%   | 21<br>2%    | 3<br>7%   | 15<br>5%fi    | 11<br>3%i     | 5<br>1%      | 9<br>2%       | 7<br>2%        | 3<br>1%        | 13<br>2%     | 14<br>2%     | 7<br>1%      | 17<br>3%      | 4<br>2%      | 3<br>3%        | 9<br>3%        | 6<br>3%                    | 2<br>1%           | 2<br>2%           | 4<br>4%        | 3<br>1%      | 9<br>3%      | 8<br>3%           | 1<br>*         | 1<br>1%               | 6<br>2%    | 19<br>2%    |

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base





**Complaints Survey**  
**ONLINE Fieldwork: 6th-7th December 2017**

Absolutes/col percents

Table 30

**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**

**Base: All respondents**

|                          | Total       | Q.1 Made a complaint to Energy provider |                | Q.1 Made a complaint to Bank |                | Q.1 Made a complaint to Non-food retailer |                | Q.1 Made a complaint to Rail company |                |
|--------------------------|-------------|---|----------------|------------------------------|----------------|---|----------------|--------------------------------------|----------------|
|                          |             | Last 6 months (a)                       | Longer ago (b) | Last 6 months (c)            | Longer ago (d) | Last 6 months (e)                         | Longer ago (f) | Last 6 months (g)                    | Longer ago (h) |
| Unweighted base          | 2212        | 223                                     | 416            | 210                          | 458            | 395                                       | 551            | 172                                  | 314            |
| Weighted base            | 2212        | 216                                     | 405            | 224                          | 445            | 410                                       | 545            | 163                                  | 303            |
| NET: Yes                 | 548<br>25%  | 57<br>26%                               | 105<br>26%     | 49<br>22%                    | 116<br>26%     | 94<br>23%                                 | 158<br>29%     | 28<br>17%                            | 74<br>25%      |
| Yes - physical condition | 319<br>14%  | 36<br>16%                               | 59<br>15%      | 30<br>13%                    | 68<br>15%      | 64<br>16%                                 | 92<br>17%      | 15<br>9%                             | 54<br>18%g     |
| Yes - mental condition   | 210<br>9%   | 22<br>10%                               | 38<br>9%       | 24<br>11%                    | 40<br>9%       | 36<br>9%                                  | 55<br>10%      | 12<br>7%                             | 19<br>6%       |
| Yes - disability         | 200<br>9%   | 18<br>8%                                | 52<br>13%      | 16<br>7%                     | 48<br>11%      | 33<br>8%                                  | 64<br>12%      | 8<br>5%                              | 28<br>9%       |
| Yes - other              | 34<br>2%    | 6<br>3%                                 | 9<br>2%        | 3<br>2%                      | 11<br>3%       | 5<br>1%                                   | 8<br>2%        | 3<br>2%                              | 5<br>2%        |
| No                       | 1612<br>73% | 151<br>70%                              | 291<br>72%     | 168<br>75%                   | 318<br>72%     | 305<br>74%                                | 376<br>69%     | 129<br>79%                           | 221<br>73%     |
| Prefer not to say        | 52<br>2%    | 7<br>3%                                 | 9<br>2%        | 6<br>3%                      | 11<br>2%       | 11<br>3%                                  | 11<br>2%       | 7<br>4%                              | 8<br>3%        |

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h