



## Powershop Quarterly Complaints Performance Q2-2017

	April - June 2017
Total complaints received	23
Complaints received per 100,000 customers	381
Total complaints resolved *	15
Complaints resolved per 100,000 customers	248
Complaints resolved within 1 working day	5
Complaints resolved within 8 weeks	15

\* This figure includes any complaints resolved in this quarter that were received in previous quarters