



Powershop - Complaints Performance

Powershop Quarterly Complaints Performance Q4-2017

	October - December 2017
Total complaints received	86
Complaints received per 100,000 customers	515
Total complaints resolved *	72
Complaints resolved per 100,000 customers	431
Complaints resolved within 1 working day	10
Complaints resolved within 8 weeks	57

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