



Powershop - Annual Complaints Performance

Powershop Quarterly Complaints Performance 2017

	January - December 2017
Total complaints received	188
Complaints received per 100,000 customers	1887
Total complaints resolved *	146
Complaints resolved per 100,000 customers	1465
Complaints resolved within 1 working day	34
Complaints resolved within 8 weeks	126

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