



Powershop - Complaints Performance

Powershop Quarterly Complaints Performance Q3-2018

	July - September 2018
Total complaints received	100
Complaints received per 100,000 customers	329
Total complaints resolved *	124
Complaints resolved per 100,000 customers	407
Complaints resolved within 1 working day	12
Complaints resolved within 8 weeks	80

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