



Powershop - Complaints Performance

Powershop Quarterly Complaints Performance Q3-2019

	July - September 2019
Total complaints received	177
Complaints received per 100,000 customers	208
Total complaints resolved *	104
Complaints resolved per 100,000 customers	122
Complaints resolved within 1 working day	5
Complaints resolved within 8 weeks	65

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