



Powershop Quarterly Complaints Performance Q4-2019

	October - December 2019
Total complaints received	280
Complaints received per 100,000 customers	296
Total complaints resolved *	249
Complaints resolved per 100,000 customers	263
Complaints resolved within 1 working day	20
Complaints resolved within 8 weeks	140

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