



Powershop - Complaints Performance

Powershop Quarterly Complaints Performance Q2-2018

	April - June 2018
Total complaints received	171
Complaints received per 100,000 customers	698
Total complaints resolved *	202
Complaints resolved per 100,000 customers	825
Complaints resolved within 1 working day	22
Complaints resolved within 8 weeks	156

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