



Powershop - Annual Complaints Performance

Powershop Quarterly Complaints Performance 2018

	January - December 2018
Total complaints received	576
Complaints received per 100,000 customers	1595
Total complaints resolved *	613
Complaints resolved per 100,000 customers	1698
Complaints resolved within 1 working day	78
Complaints resolved within 8 weeks	399

* This figure includes any complaints resolved in this period that were received prior to this year