



Powershop - Complaints Performance

Powershop Quarterly Complaints Performance Q4-2018

	October - December 2018
Total complaints received	149
Complaints received per 100,000 customers	263
Total complaints resolved *	149
Complaints resolved per 100,000 customers	263
Complaints resolved within 1 working day	25
Complaints resolved within 8 weeks	117

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