



Powershop - Complaints Performance

Powershop Quarterly Complaints Performance Q1-2019

	January - March 2019
Total complaints received	210
Complaints received per 100,000 customers	349
Total complaints resolved *	198
Complaints resolved per 100,000 customers	329
Complaints resolved within 1 working day	34
Complaints resolved within 8 weeks	150

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