



Powershop - Complaints Performance

Powershop Quarterly Complaints Performance Q2-2019

	April - June 2019
Total complaints received	161
Complaints received per 100,000 customers	215
Total complaints resolved *	186
Complaints resolved per 100,000 customers	249
Complaints resolved within 1 working day	17
Complaints resolved within 8 weeks	122

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