



## Powershop Quarterly Complaints Performance Q1-2018

	January - March 2018
Total complaints received	167
Complaints received per 100,000 customers	725
Total complaints resolved *	138
Complaints resolved per 100,000 customers	599
Complaints resolved within 1 working day	18
Complaints resolved within 8 weeks	109

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