

## Complaints Performance

Quarter	Number of complaints received	Number of complaints received per 100,000 customers	Number of complaints resolved	Number of complaints resolved per 100,000 customers	% of complaints resolved by the end of the next working day	% of complaints resolved within eight weeks
Q2 - 2017	41	462	41	462	92.7%	100%
Q3 - 2017	205	603	204	603	58.0%	99.5%