











1. How often do you receive complaints from customers in your newsagency?

		Response Percent	Response Count
Every day		4.3%	3
A few times a week		20.0%	14
A few times a month		27.1%	19
Rarely		48.6%	34
Other (please specify)			3
		answered question	70
		skipped question	1

2. What are the most common complaints?

		Response Percent	Response Count
Product related under your control		4.5%	3
Product related outside your control		53.0%	35
Service related under your control		9.1%	6
Service related outside your control		33.3%	22
Other (please specify)			13
		answered question	66
		skipped question	5

3. Do you have a structured complaint handling process which is understood by all staff?

		Response Percent	Response Count
Yes		55.7%	39
No		44.3%	31
answered question			70
skipped question			1