

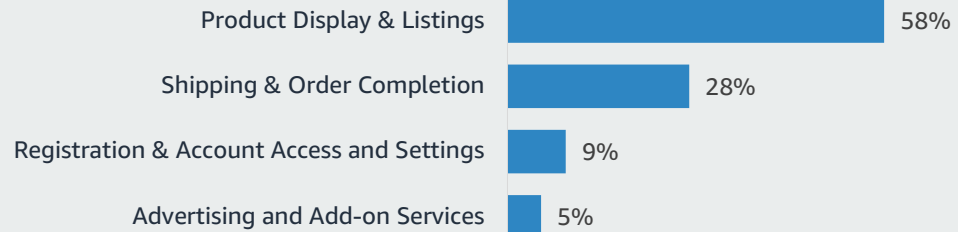
UK Platform-to-Business (P2B) Report 2022

For the period 1 January 2022 to 31 December 2022

2.3%

of all UK Selling Partner engagements were complaints

Selling Partner Complaints by Topic



Resolution and Mediation

- We received **80,780 complaints** in the UK.
- On average, we resolved complaints in **7.2** days in the UK.
- **73%** of Selling Partner complaints in the UK were resolved to the Selling Partner's satisfaction.
- In the UK, Amazon received **330** requests for mediation from Selling Partners, with only **4** requests proceeding to mediation. Of those 4 requests, the mediator issued a recommendation in the seller's favour in **0** of these, representing **0%** of all complaints.