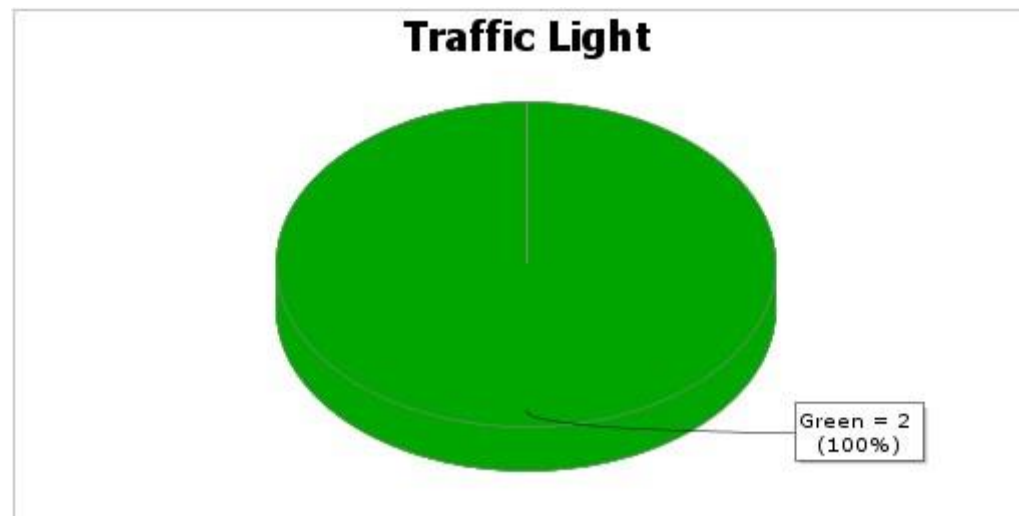


## Quarter 3 2017/18 Performance - Customer Satisfaction



Performance Measure	Q3 2017/18		
	Value	Target	Status
Percentage of complainants satisfied with the way the complaint was handled	84.62%	80.00%	✓
Overall satisfaction with Customer Experience	93.94%	85%	✓

