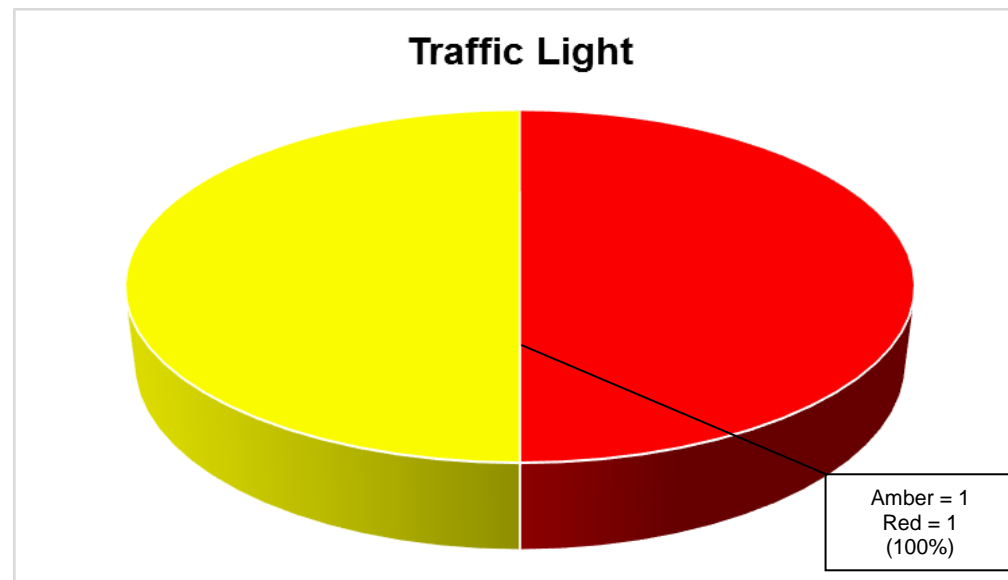


## Quarter 1 2017/18 Performance - Customer Satisfaction



Performance Measure	Q1 2017/18		
	Value	Target	Status
Percentage of complainants satisfied with the way the complaint was handled	66.67%	80.00%	🔴
Overall satisfaction with Customer Experience	91.73%	95%	🟡

