

Quarter 4 2017/18 Performance - Customer Satisfaction



| Performance Measure | Q4 2017/18 | | |
|---|------------|--------|--------|
| | Value | Target | Status |
| Percentage of complainants satisfied with the way the complaint was handled | 85.71% | 80.00% | ✓ |
| Overall satisfaction with Customer Experience | 91.25% | 85.00% | ✓ |

