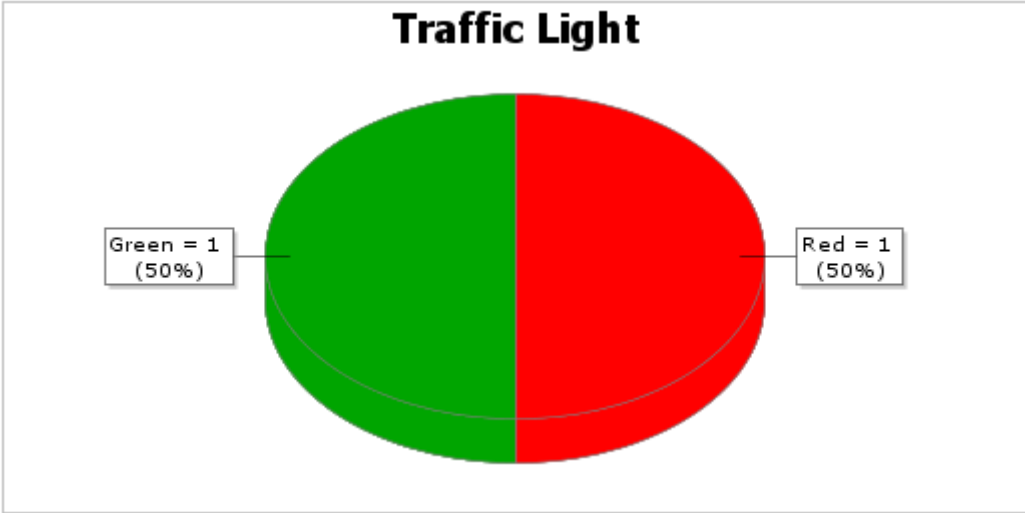


Quarter 3 2018/19 Performance - Customer Satisfaction



Performance Measure	Q3 2018/19		
	Value	Target	Status
Percentage of complainants satisfied with the way the complaint was handled	75.00%	80.00%	🛑
Overall satisfaction with Customer Experience	94.07%	87.00%	✅