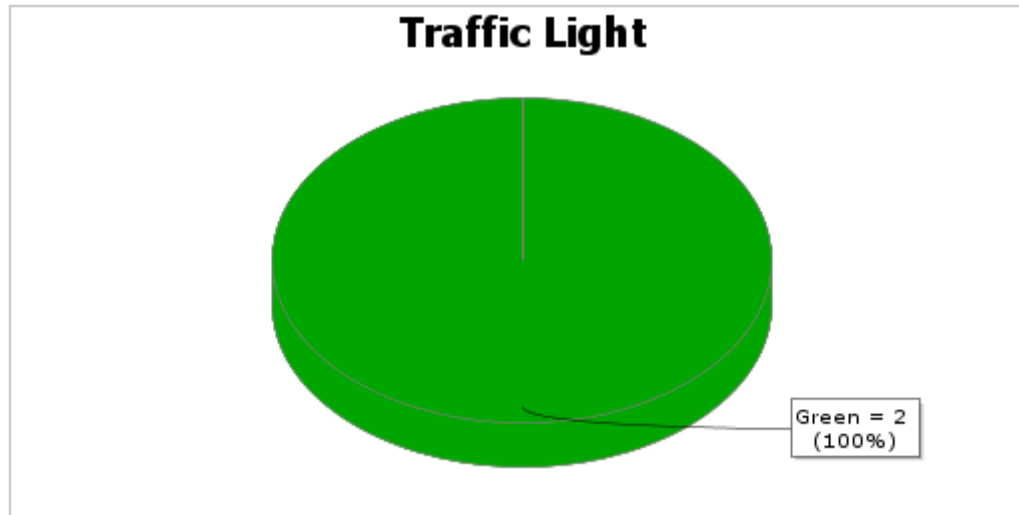


Year End 2018/19 Performance - Customer Satisfaction



Performance Measure	2018/19		
	Value	Target	Status
Percentage of complainants satisfied with the way the complaint was handled	80.00%	80.00%	✓
Overall satisfaction with Customer Experience	91.08%	87.00%	✓