

Customer complaints report 2018 – 19

The department received a total of 64 customer complaints.

Number of complaints requiring further action ⁱ	Number of complaints requiring no further action	Number of complaints resolved within service standard (15 days)	Number of complaints resolved outside service standard (15 days)
14	50	26	38

ⁱ Further action may include providing feedback or further information, changing a department process, resolving a problem or reversing a decision previously made by the department.