



Customer complaints report 2018 – 19

The Department received a total of two 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)
1	1	2	Nil

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.