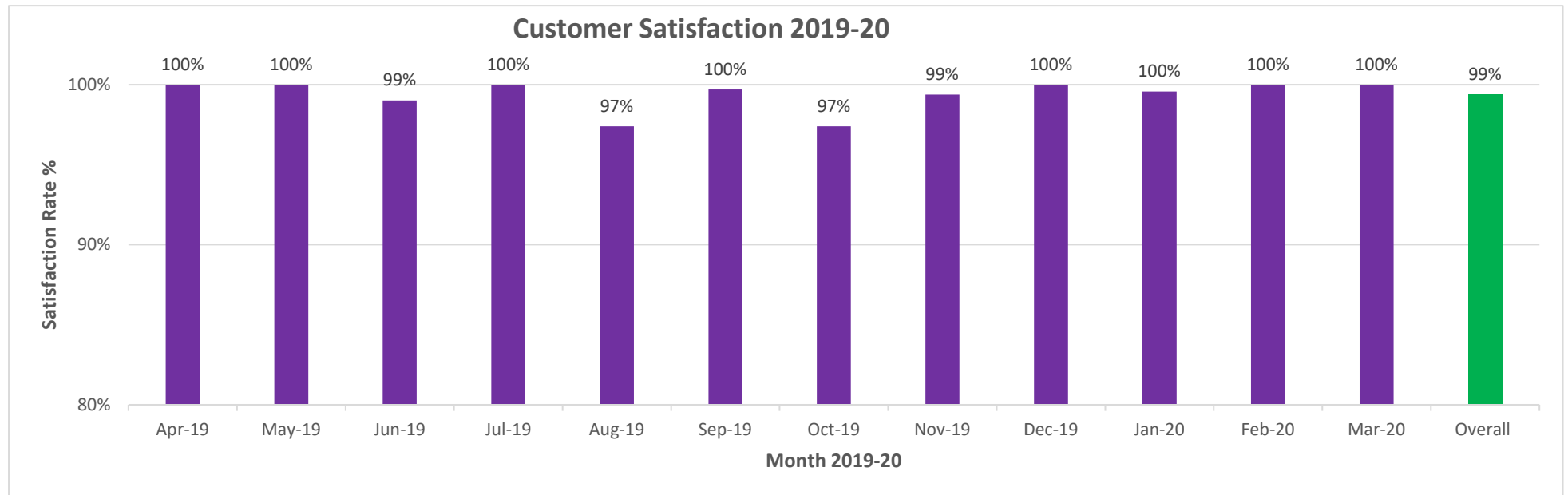


Customer Satisfaction Survey Results 2019-20

The Consumer Council's Customer Satisfaction score in 2019-20 was 99.4%.

The chart below shows the satisfaction scores by month throughout 2019-20.



Methodology

The survey is sent to all consumers who have a complaint against a service provider investigated by The Consumer Council. The survey is sent to the consumer when our investigation is completed and the complaint is closed.

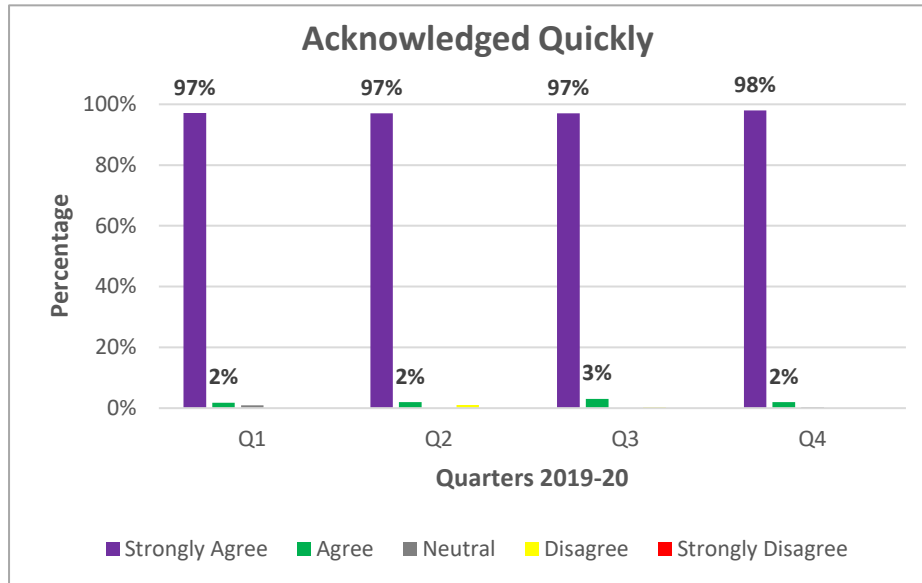
The survey asks the consumer to rate our service on the following areas:

- How quickly we acknowledged their complaint?
- Did we keep them updated throughout the investigation?
- Was our correspondence easy to understand?
- Was our staff polite, friendly and helpful?
- Was our staff professional at all times?
- Did our staff treat them fairly and with respect?

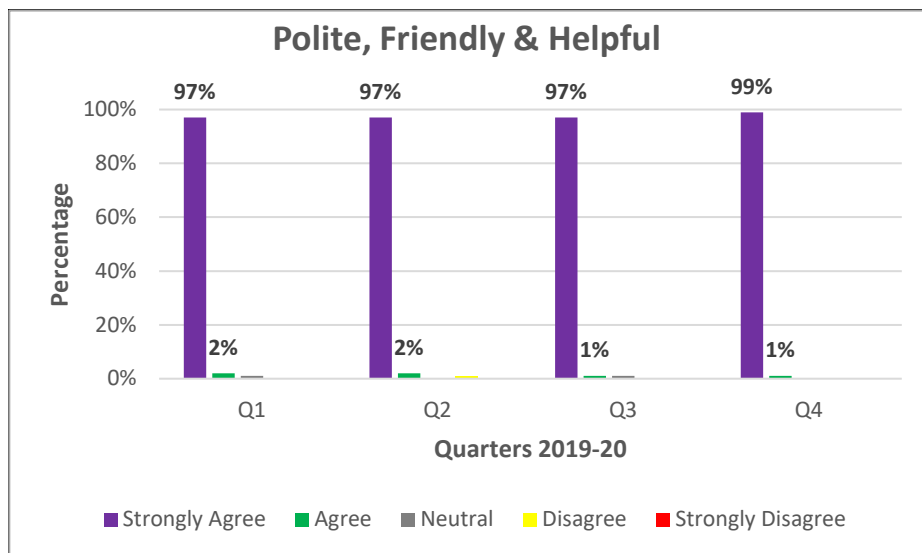
The questions above use a variety of methodologies to capture the responses, such as scales ranging from 'strongly agree' to 'strongly disagree' and yes/no answers.

The Results

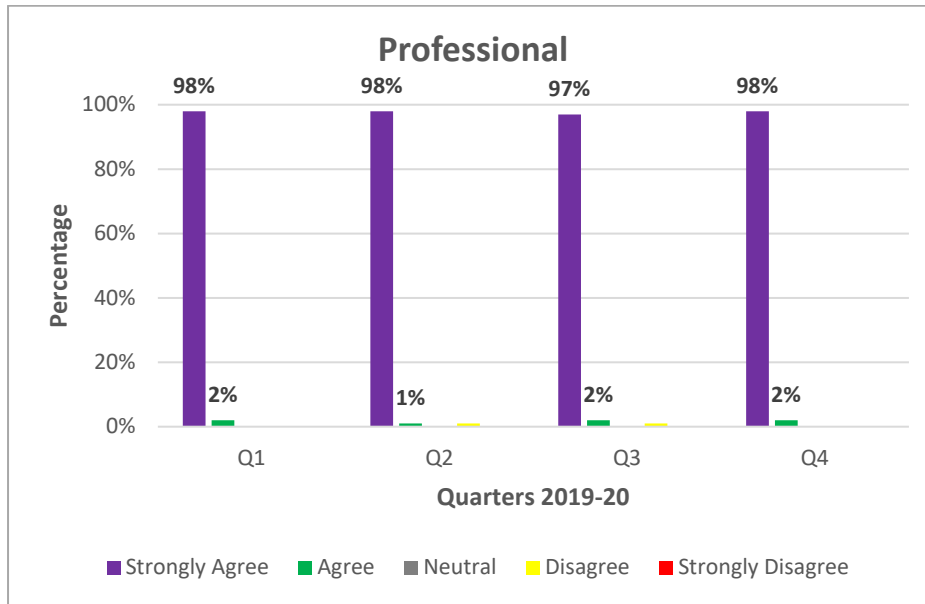
The graphs below show a breakdown of the results by question and by quarter.



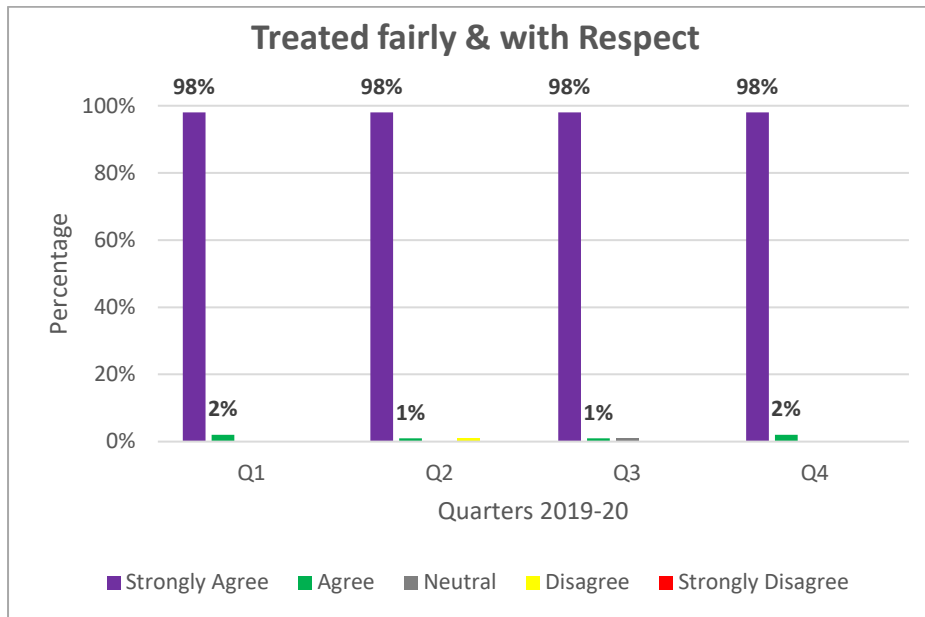
99.5% of consumers agreed that we acknowledged their complaint in a prompt manner.



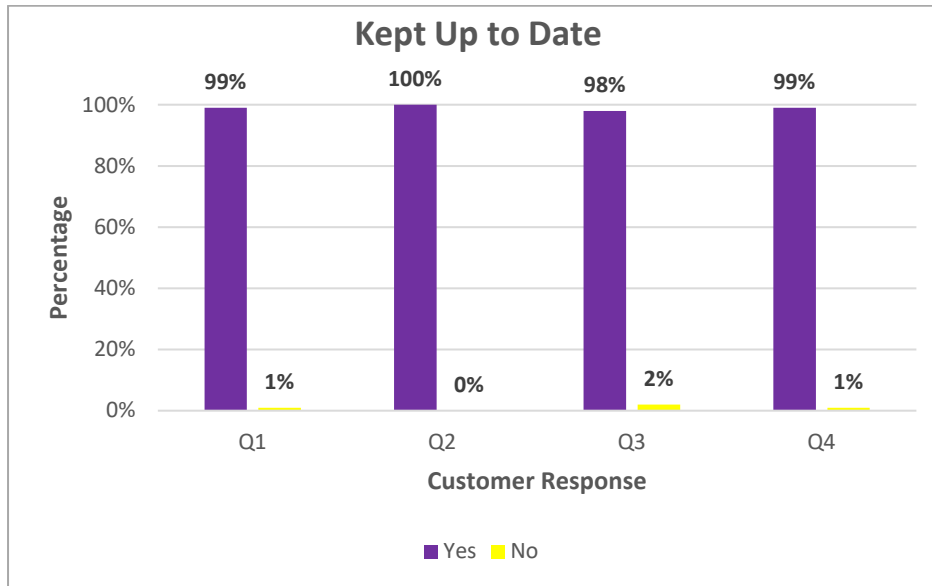
99.5% of consumers agreed that our staff were polite, friendly and helpful.



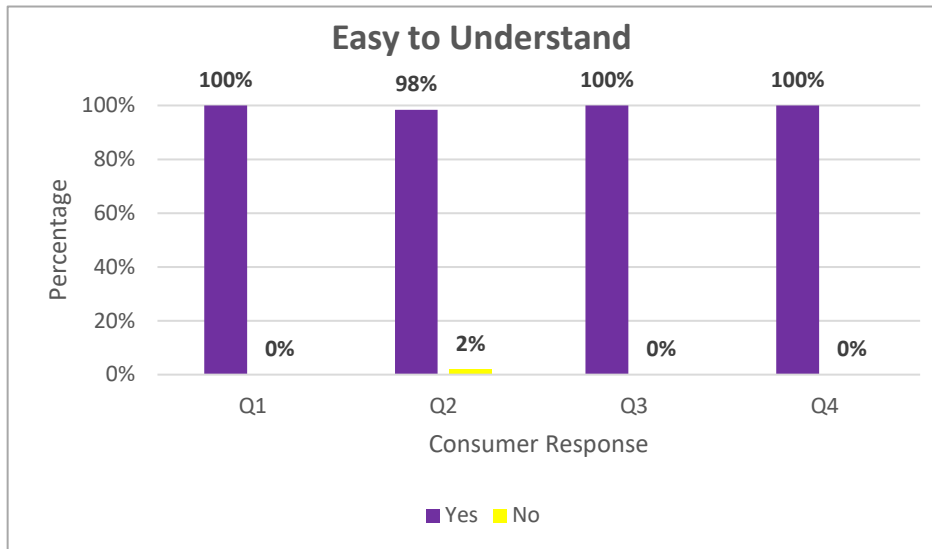
99.5% of consumers agreed that our staff were professional.



99% of consumers agreed that our staff treated them fairly and with respect.



99% of consumers agreed that our staff kept them up to date on the progress throughout our investigation.



99.5% of consumers agreed that our correspondence was easy to understand.