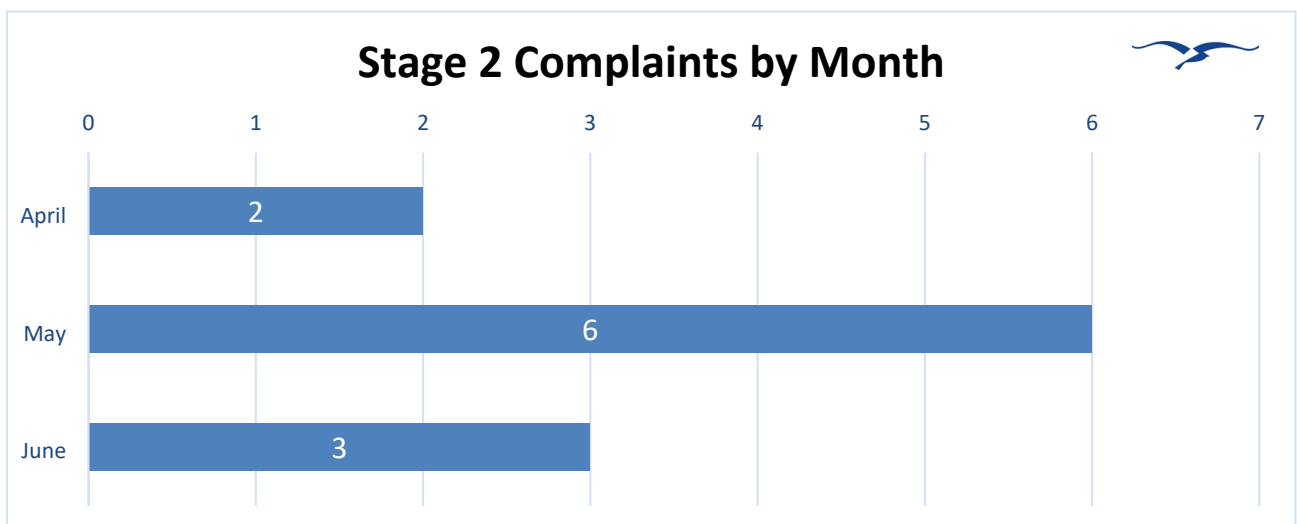
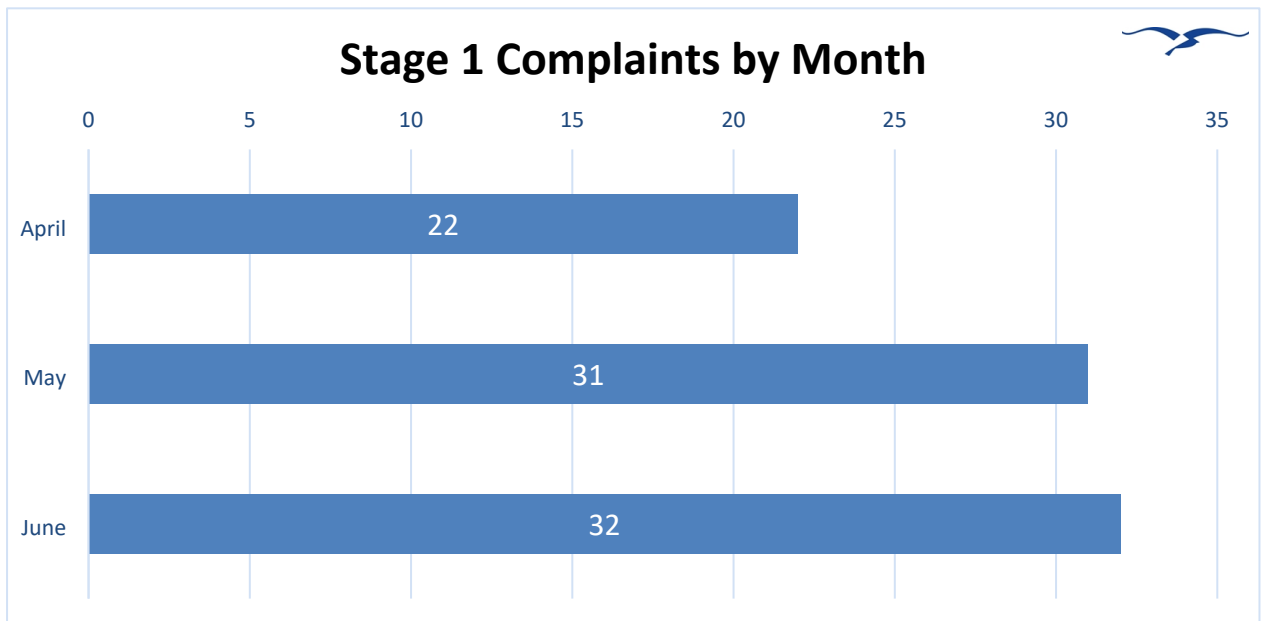
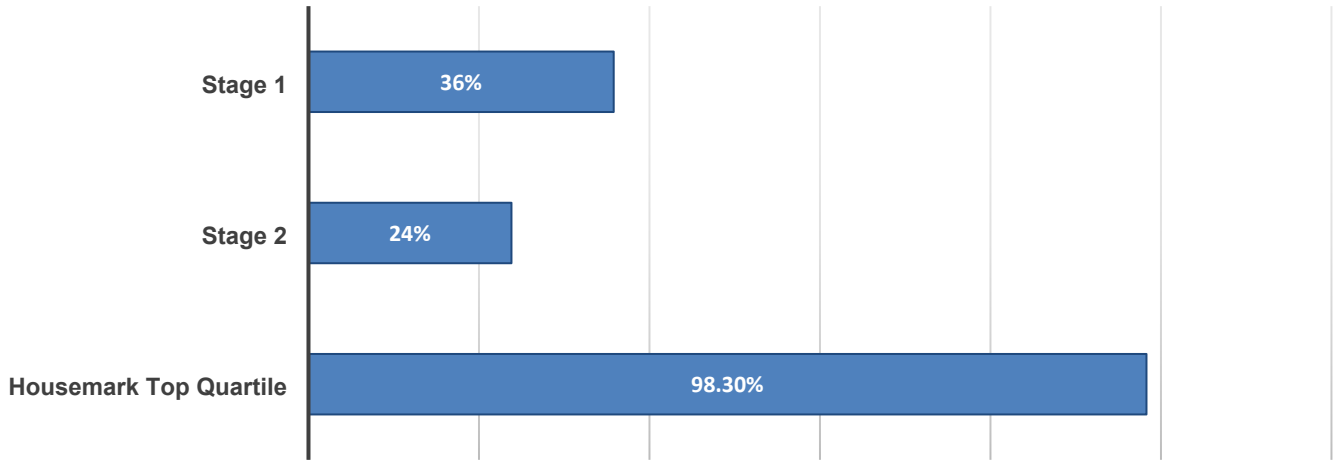


Appendix 3

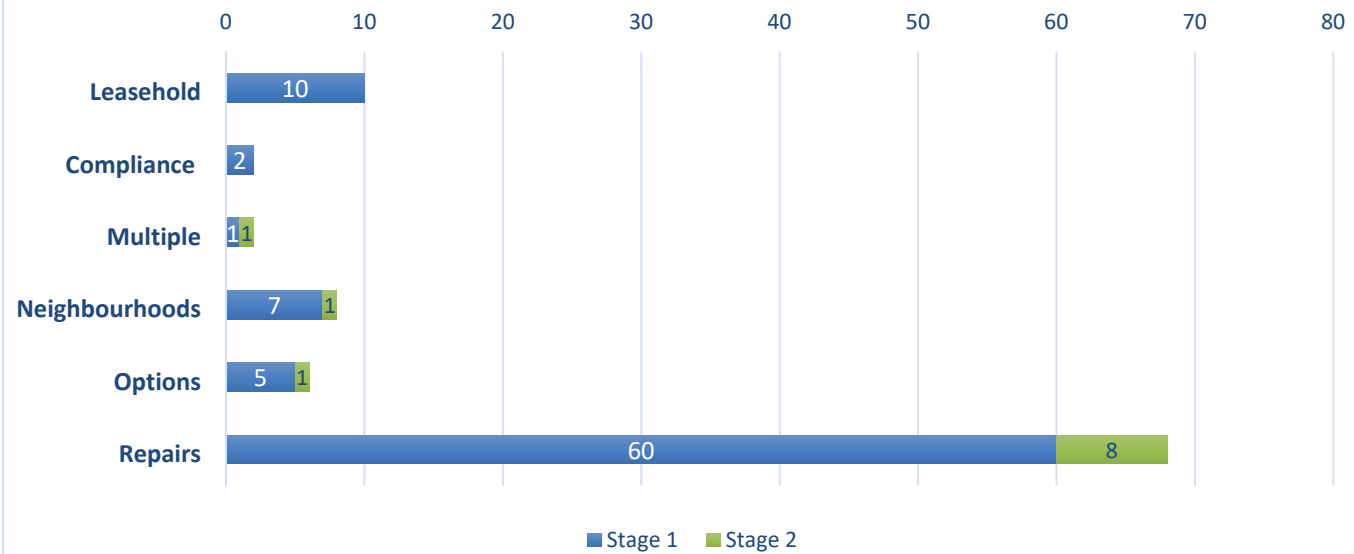
Complaints performance Q1



% of complaints responded to in time (average for Q1)

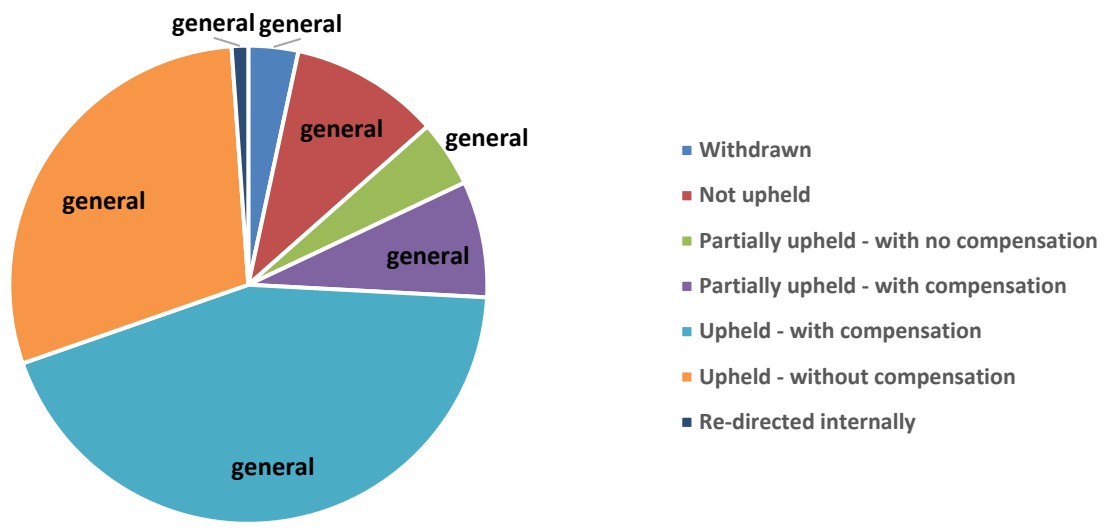


Complaints by Service Area





Outcomes



Root causes

