

CLIENT FEEDBACK

Section 22

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Facts and Figures

- The table below shows feedback received for the period 1 July 2020 to 30 June 2021.

Feedback*	1 July 2020 - 30 June 2021	2021 YTD Monthly Average	2020 Monthly Average
Complaints	2642	237	203
Compliments	850	59	92
Suggestions	305	35	19
Other	328	38	22
Total	4125	369	336

From 1 July 2021 Open Arms feedback is included in DVA feedback data

Section 22

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