x()serve Achieved Feedback Requested Feedback Response Rate Feedback Received Issue Resolution 84.7% 365 36% 131 2018/06 Target 90% **Display Percentages** Feedback Response (By Class) Feedback Response (By Rating) 68 17 43 18 DN Exceeded **Exceeded Expectations** Met Expectations Met Some Expectations Did Not Meet Expectations 18 Expectations В Met Expectations Met Some Feedback Chased/Response Issue Resolution Trend Expectations Did Not Meet OTHER Expectations 373 90.7% 53 Response to chaser Chased May

11

84.7%

June