


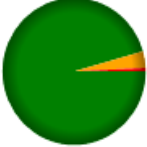













Appendix 1 – Govmetric feedback April to June 2019

Telephone				Overall Rating	
Number of respondents	999	38	8		
Percentage of respondents	96%	4%	1%	Good	
Web				Overall Rating	
Number of respondents	84	41	259		
Percentage of respondents	22%	11%	67%	Average	
Email				Overall Rating	
Number of respondents	185	12	67		
Percentage of respondents	70%	5%	25%	Average	