

## 2017-2018

The Consumer Council's NPS score for 2017-18 is **94** and our overall customer satisfaction is **99.6%**.



# 99.6%

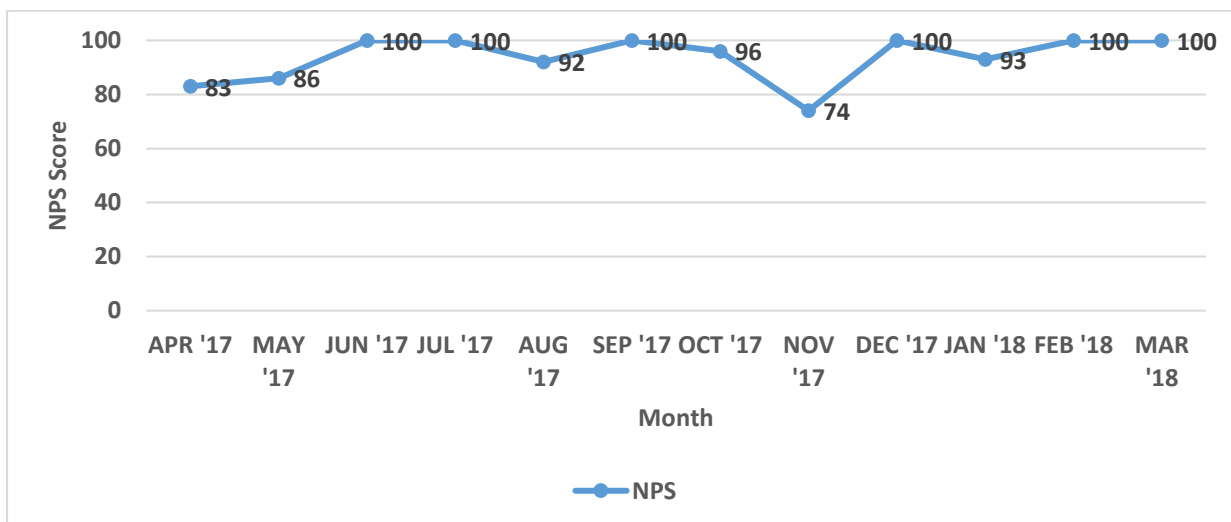
Customer Satisfaction  
with our service

# 94

Net Promoter Score

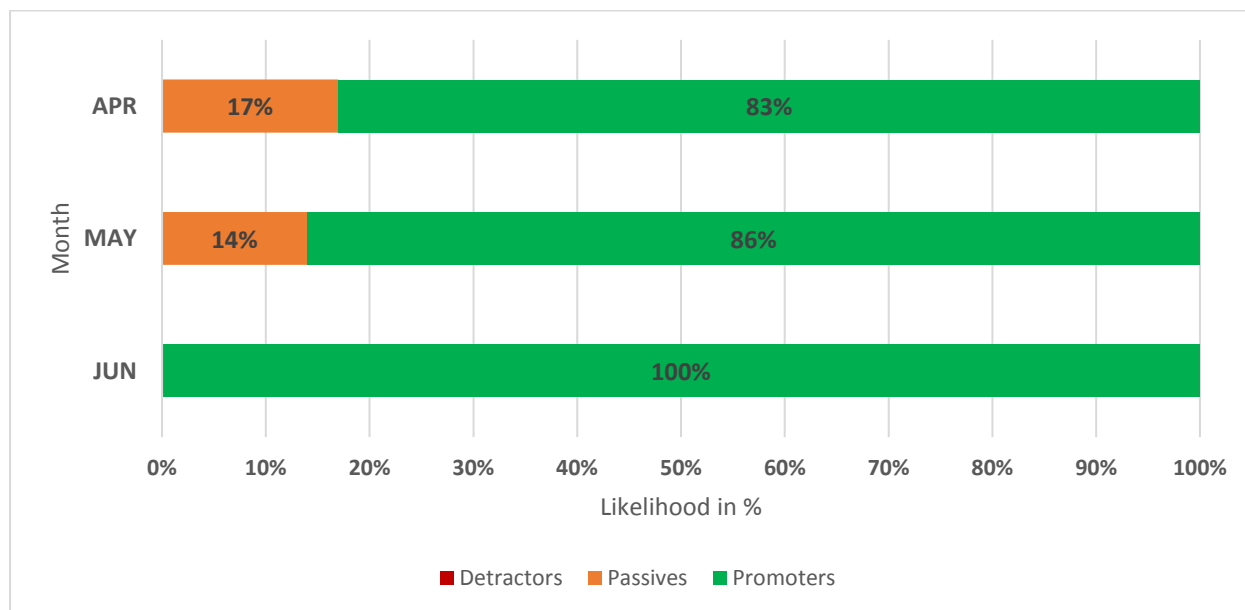
## Net Promoter Score 2017-18

The graph below shows the Net Promoter score we received from consumers every month during 2017-18.



The graphs below show how our NPS was calculated month by month, and highlight the months when we received detractor scores throughout the year.

### Quarter 1 NPS: April 2017 – June 2017



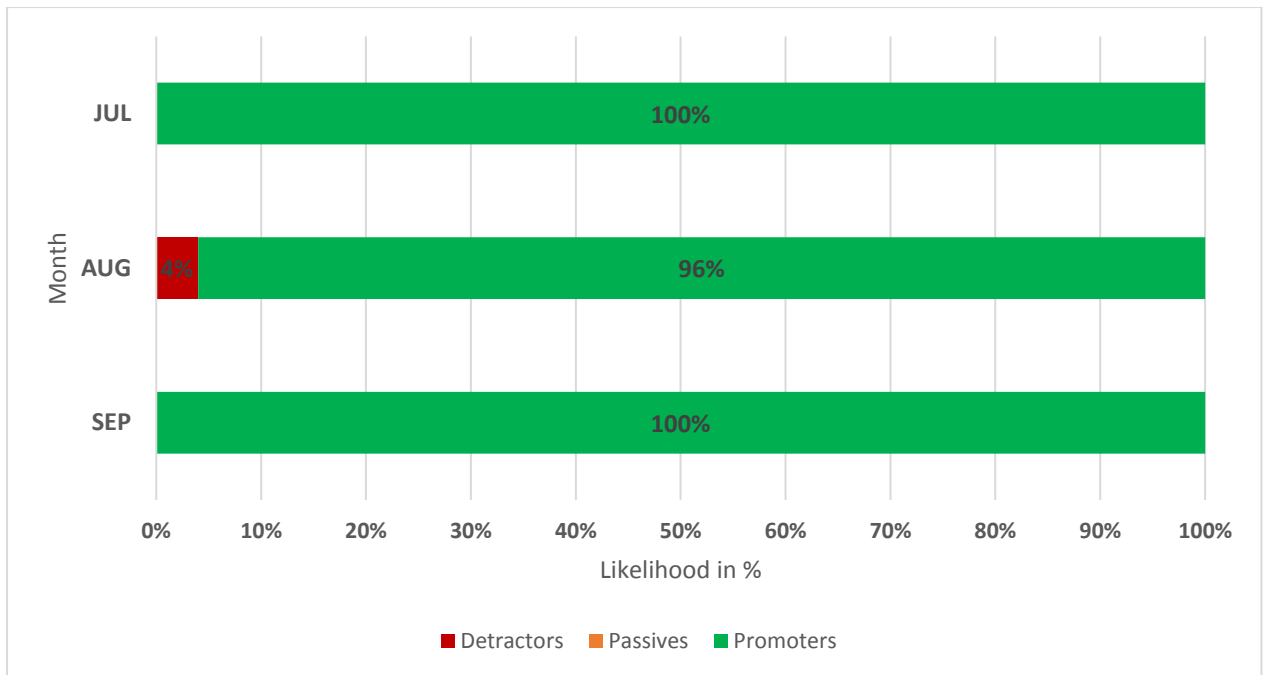
	APR 2017	MAY 2017	JUNE 2017
Detractors	0%	0%	0%
Passives	17%	14%	0%
Promoters	83%	86%	100%
<b>NPS</b>	<b>83</b>	<b>86</b>	<b>100</b>

### Quarter 2 NPS: July 2017 – September 2017

In Quarter 2 we received one detractor score from a consumer who was unhappy with the outcome of their complaint. We wrote to the consumer thanking them for their feedback and apologised that we were unable to obtain the outcome they had hoped to achieve.

When we receive negative feedback we always review the case to identify any failings in process or areas that could be developed or improved. Sometimes the consumer is just unhappy with the outcome and not dissatisfied with the service we have provided.

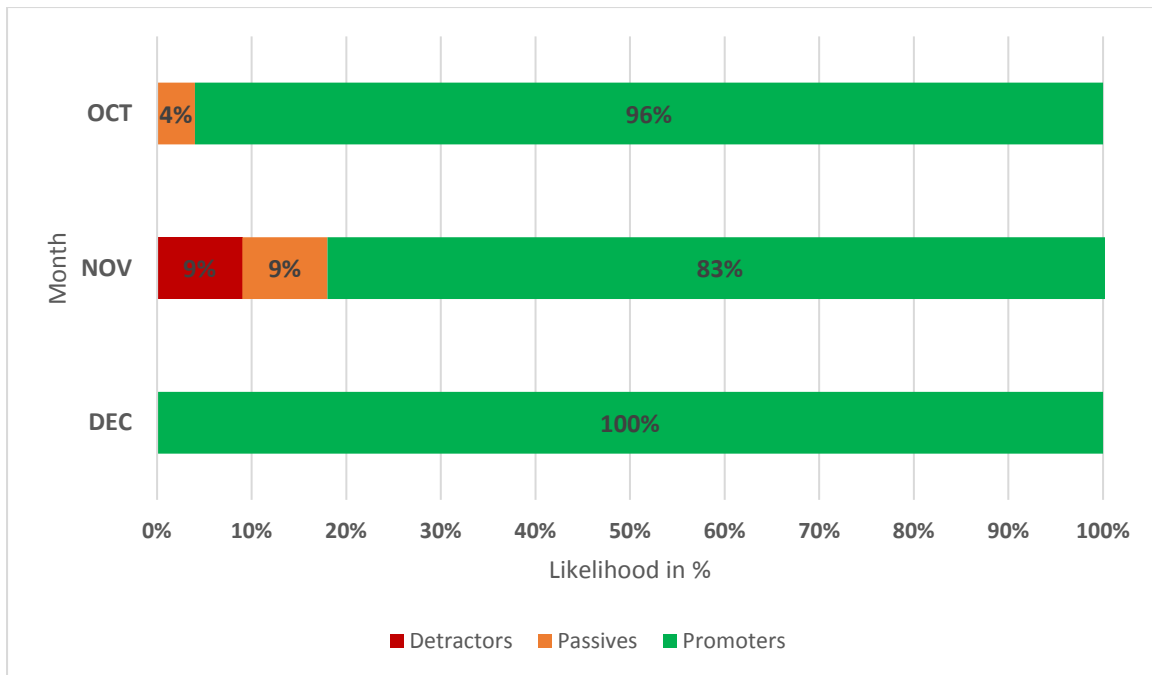
In these instances we will share the feedback with the service provider so that they can use the feedback to perhaps improve how they manage and resolve complaints in the future.



	JULY 2017	AUGUST 2017	SEPTEMBER 2017
Detractors	0%	4%	0%
Passives	0%	0%	0%
Promoters	100%	96%	100%
<b>NPS</b>	<b>100</b>	<b>92</b>	<b>100</b>

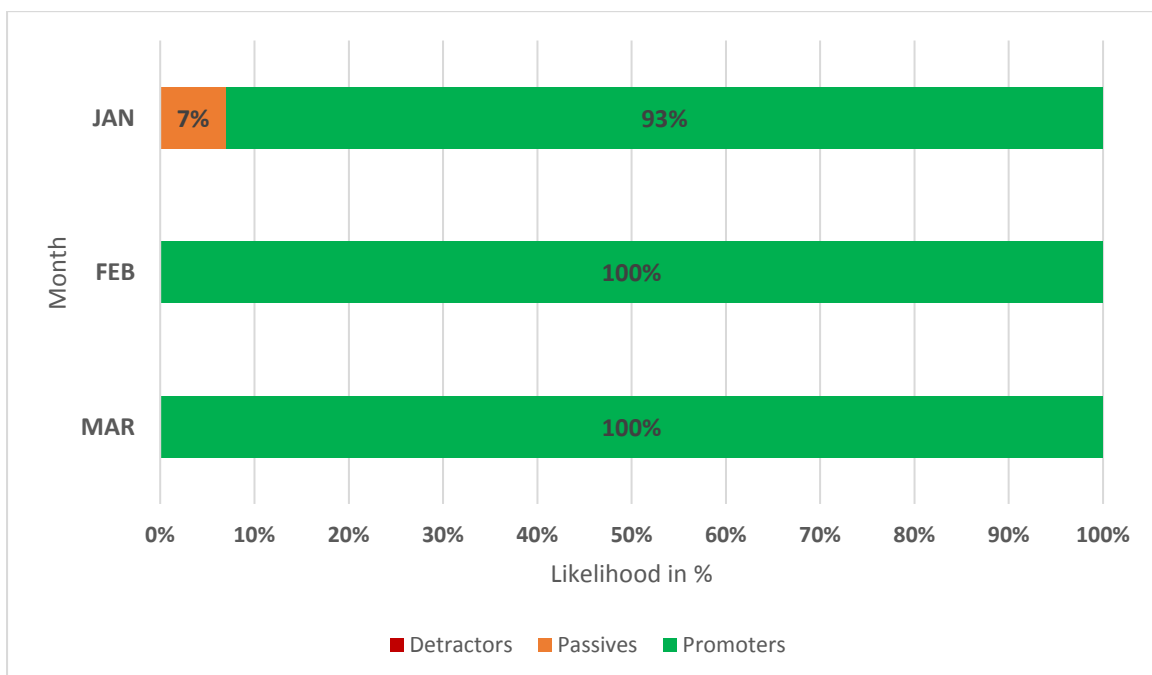
### Quarter 3 NPS: October 2017 – December 2017

In Quarter 3, we received 2 detractors from consumers who had used our complaints investigation service. Upon receipt of the detractor scores, we wrote to the consumers to apologise if our service did not meet their expectations in any way and if necessary undertook a review of the investigation to identify areas of development and improvement.



	OCTOBER 2017	NOVEMBER 2017	DECEMBER 2017
Detractors	0%	9%	0%
Passives	4%	9%	0%
Promoters	96%	83%	100%
<b>NPS</b>	<b>96</b>	<b>74</b>	<b>100</b>

### Quarter 4 NPS: 1 January 2018 – March 2018



	JANUARY 2018	FEBRUARY 2018	MARCH 2018
Detractors	0%	0%	0%
Passives	7%	0%	0%
Promoters	93%	100%	100%
<b>NPS</b>	<b>93</b>	<b>100</b>	<b>100</b>