

2018-19

The Consumer Council’s NPS score for 2018-19 is **95** and our overall customer satisfaction is **99.2%**.



99.2%

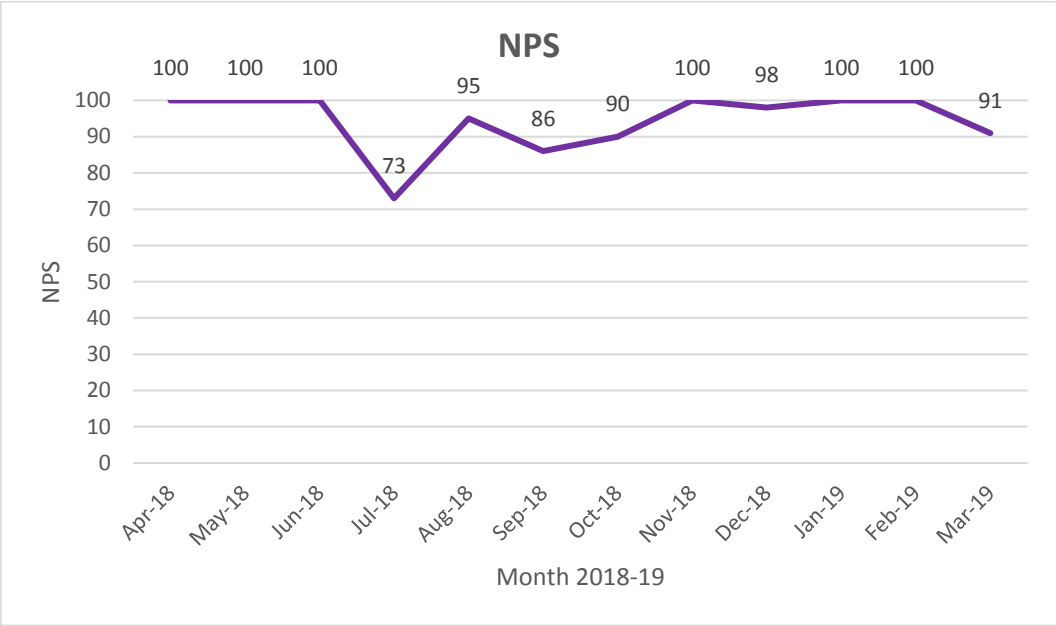
Customer Satisfaction
with our service

95

Net Promoter Score

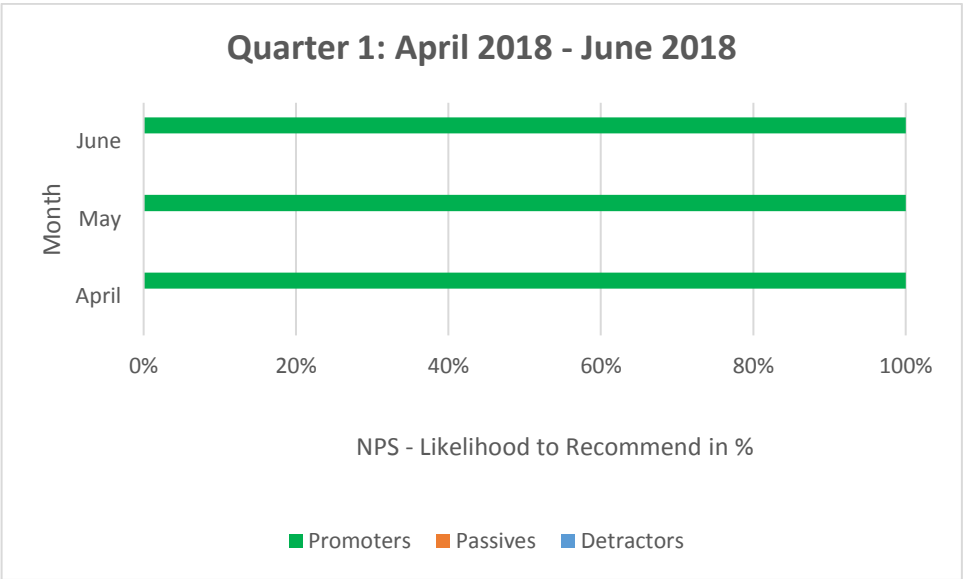
Net Promoter Score 2018-19

The graph below shows the Net Promoter score we received from consumers every month during 2018-19.



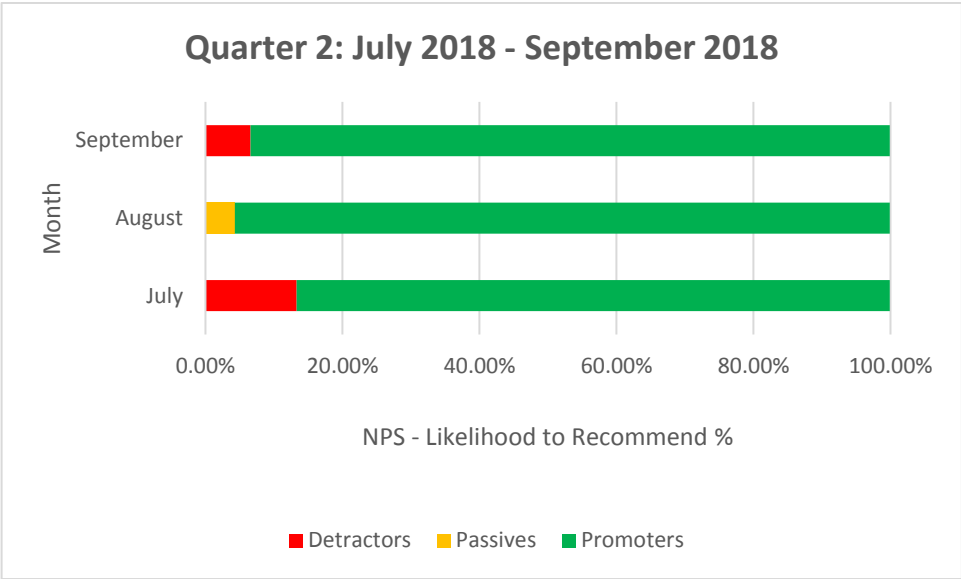
The graphs below show how our NPS was calculated month by month, it also highlights the months when we received detractor scores throughout the year.

Quarter 1 NPS: April 2018 – June 2018



	APRIL	MAY	JUNE
Detractor	0%	0%	0%
Passive	0%	0%	0%
Promoter	100%	100%	100%
NPS	100	100	100

Quarter 2 NPS: July 2018 – September 2018



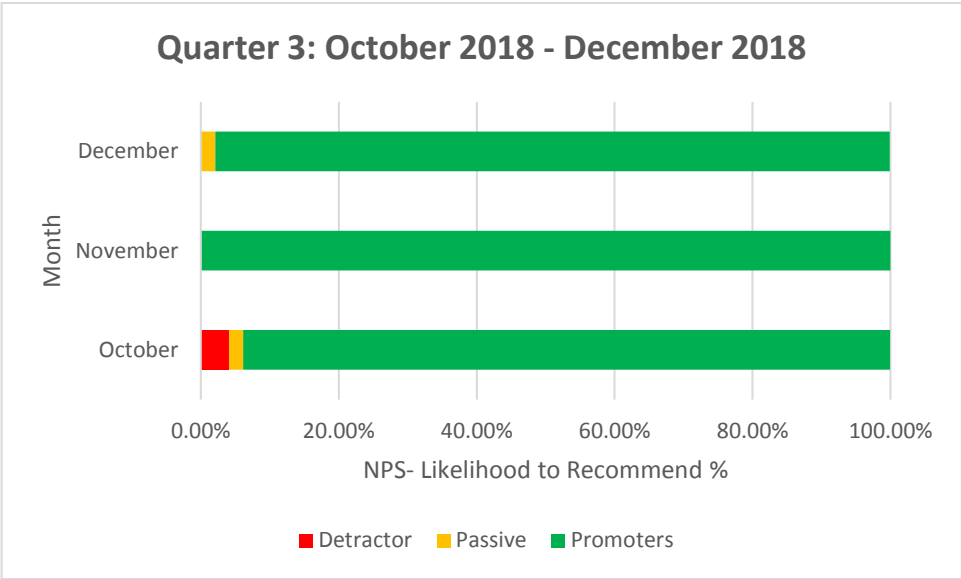
	July	August	September
Detractor	13.3%	0%	6.6%
Passive	0%	4.3%	0%
Promoter	86.6%	95.6%	93.3%
NPS	73	96	87

In Quarter 2, we received four detractors (0-6 on NPS scale) from consumers who had used our service. The consumers gave us detractor scores because they were unhappy with the outcome we achieved through our investigation into their complaint and felt our powers were limited.

We wrote to the consumers thanking them for their honest 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.

Quarter 3 NPS: October 2018 – December 2018

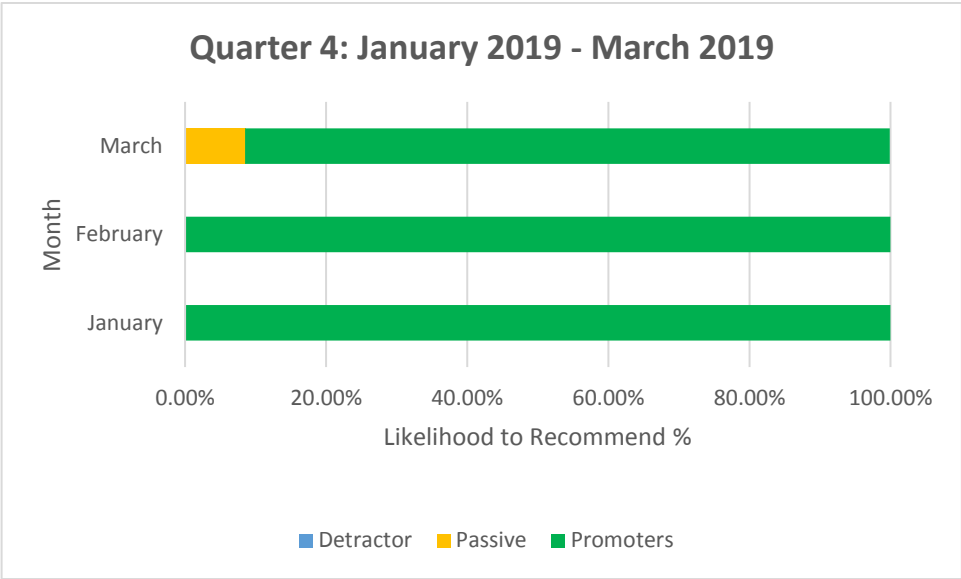


	October	November	December
Detractor	4.08%	0%	0%
Passive	2.04%	0%	2.10%
Promoter	93.80%	100%	97.80%
NPS	90	100	98

In Quarter 3, we received a further two detractors from consumers. Upon receiving the satisfaction survey we reviewed the complaint to identify any failings or areas for improvement.

We also wrote to the consumers to acknowledge their response and thank them for their feedback.

Quarter 4 NPS: January 2019 – March 2019



	January	February	March
Detractor	0.00%	0%	0%
Passive	0.00%	0%	8.50%
Promoter	100.00%	100%	91.40%
NPS	100	100	91

