

CUSTOMER COMPLAINTS – (1 July 2017 – 30 September 2017)

CHIEF EXECUTIVE'S UNIT

LEARNING FROM COMPLAINTS

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
1278	Delay in responding to enquiries and request about a cheque not being cashed.	Upheld	Chief Executive's Unit – Strategic Policy Transformation & Public Service Reform	Complainant has been called and been advised why the delay happened. Explained that the cheque is now with the correct department and is being processed and complainant would like an apology.	Letter of apology sent.