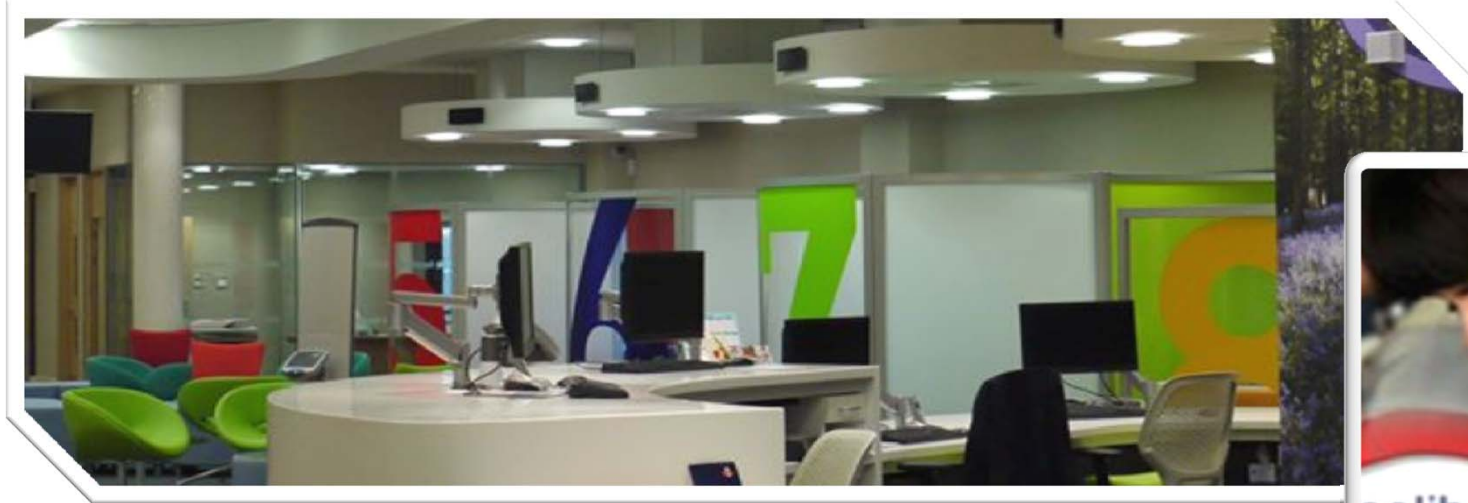


Customer Services



Customer Service Performance

Quarter 1 Statistics

1st April 2018 – 30th June 2018

Customer Services

Quarter 1

Total number of complaints for
Customer Services



Total number of complaints
registered for SMBC



Overall total number of Customer
Service Complaints by month

2018-2019

2017-2018



April



May



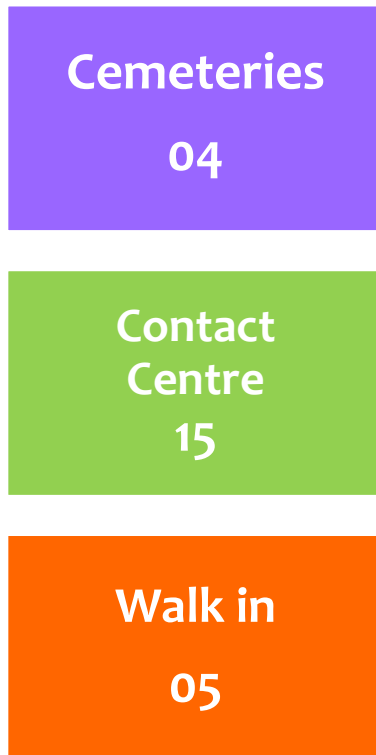
June



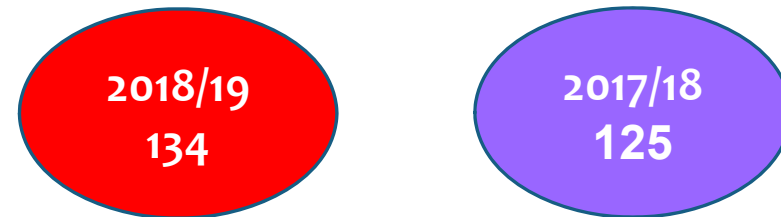
Customer Services

Quarter 1

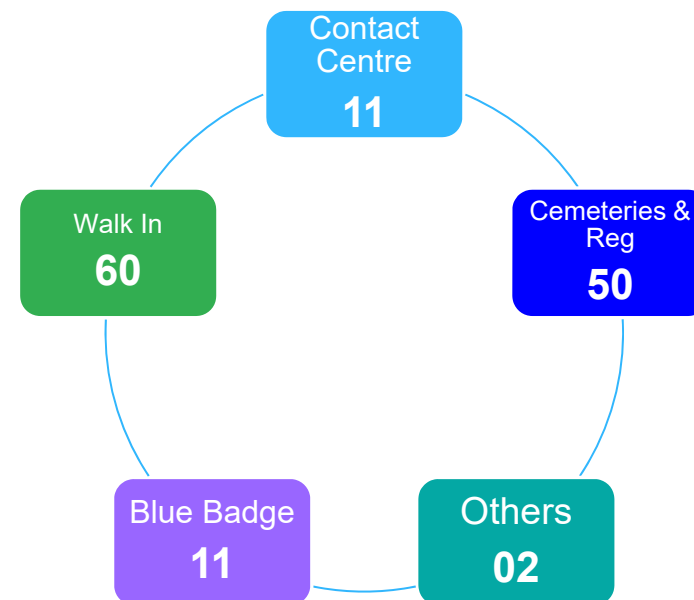
Customer Service complaints by Sub Team



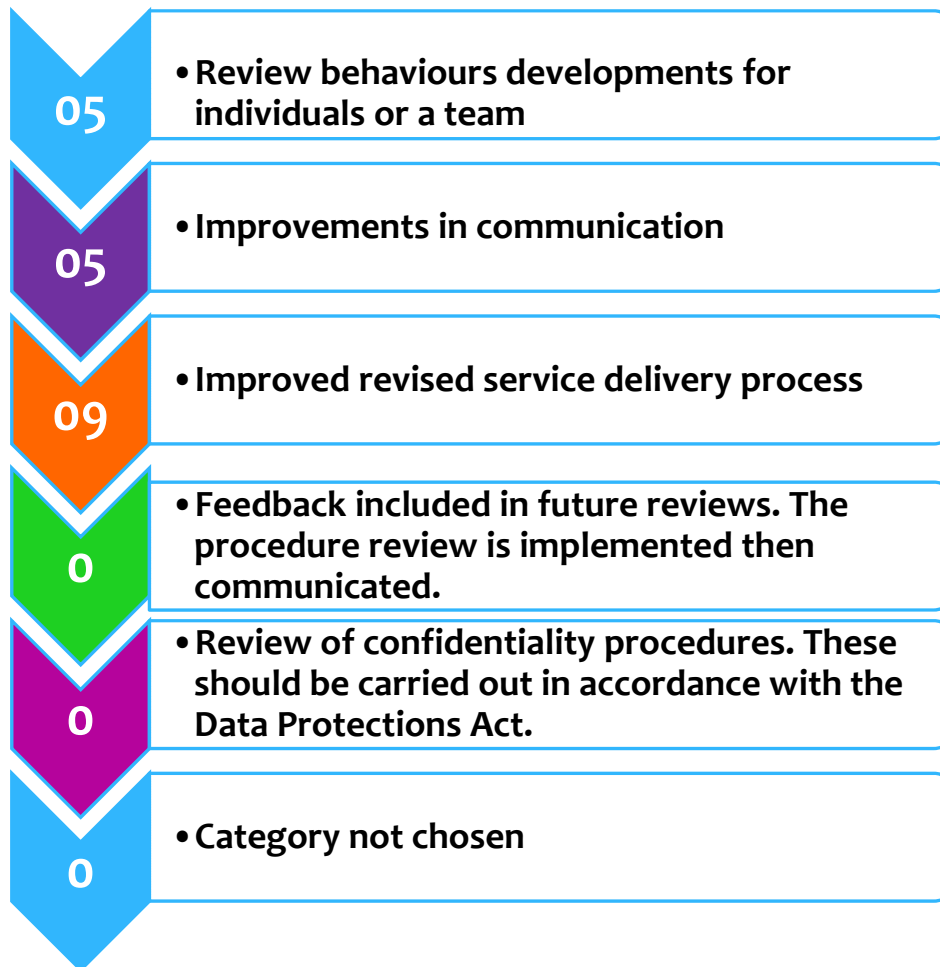
Total Customer Service compliments



Customer Service compliments by Sub Team



Number of Complaint learning categories recorded



Complaints Type

