

Distinct Issues broken down by Issue.

The data is filtered on Received Date, RBA Section and RBA Unit.

The Received Date filter includes the range from 1/07/2017 to 30/06/2018.

The RBA Section filter keeps S_TIS NATIONAL & GFU.

The RBA Unit filter excludes U_GLOBAL FEEDBACK UNIT.

Issue Level 1	Issue Level 2	Issue Level 3	Issue Level 4	FY 2018 Complaint
TIS	Fees, charges and payments			21
	Interpreter conduct			462
	Interpreter recruitment			7
	Interpreter standard			129
	Language availability			10
	TIS National Policy			5
	TIS National staff/services			99
	Website			<5
	Other			43
Client Service	Staff	Negative	Not helpful	<5
			Unprofessional	<5
Information	Access/Availability	Forms and booklets		<5
Other				<5
Grand Total				781