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| --- | --- | --- | --- | --- |
| **Table 53a**: Summary of customer feedback about the department – Centrelink | | | | |
| **Customer feedback** | **Actual 2011-12** | **Actual 2012-13** | **Actual 2013-14** | **% change since 2012-13** |
| **Centrelink** | | | | |
| Compliments | 10,074 | 8,893 | 6,435 | –27.6 |
| Suggestions | 2,163 | 1,542 | 1,327 | –13.9 |
| Complaints | 51,155 | 46,243 | 52,763 | +14.1 |