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| --- | --- | --- | --- | --- |
| **Table 53b**: Summary of customer feedback about the department – Medicare | | | | |
| **Customer feedback** | **Actual 2011-12** | **Actual 2012-13** | **Actual 2013-14** | **% change since 2012-13** |
| **Medicare** | | | | |
| Compliments | 726 | 587 | 597 | +1.7 |
| Suggestions | 302 | 203 | 198 | –2.5 |
| Complaints | 5,394 | 12,234 | 11,690 | –4.4 |