|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Table 53d**: Summary of customer feedback about the department – CRS Australia | | | | |
| **Customer feedback** | **Actual 2011-12** | **Actual 2012-13** | **Actual 2013-14** | **% change since 2012-13** |
| **CRS Australia1** | | | | |
| Compliments | 252 | 200 | 180 | –10.0 |

1. CRS Australia does not record compliments or suggestions received from customers.