

## QUALITY OF SERVICE

One hundred and forty Complaint Satisfaction Surveys were sent by post to members of the public who had visited our offices during the year.

Out of these 140, 31 were returned, (22%)

The following is a summary of the questions contained in the survey.

### **Getting it Right**

Did you find our staff competent and helpful?

Yes	31	100%
No	0	0%

### **Being Customer Focused**

Were we able to deal with your complaint in a professional and sensitive manner?

Yes	30	97%
No	1	3%

### **Being Open and Accountable**

Do you think we were clear, accurate, and complete when dealing with your complaint?

Yes	30	97%
No	1	3%

### **Acting Fairly and Proportionally**

Did you feel at ease when dealing with us?

Yes	30	97%
No	1	3%

Do you think we were fair and objective dealing with your complaint?

Yes	30	97%
No	1	3%

### **Putting Things Right**

In your opinion, were we clear and timely when updating you on the status of your complaint?

Yes	31	100%
No	0	0%