

## **QUALITY OF SERVICE**

226 Complainant Satisfaction Surveys were sent by post (which is about 46% of the total 487) to members of the public who had visited our offices during the year. Out of these 226, 54 were returned. (24%)

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

### **1. What did you expect from us before you came to our office?**

Advice	27%
Help in solving my problem	65%
Solve my problem for me	8%

### **2. Overall, are you satisfied with our service?**

Excellent	34	65%
Good	11	21%
Satisfactory	5	10 %
Unsatisfactory	2	4%

(\*2 of the surveys received did not provide an answer to this question)

### **3. My inquiry was responded to promptly.**

Excellent	36	70%
Good	11	21%
Satisfactory	4	7%
Unsatisfactory	1	2%

(\*2 of the surveys received did not provide an answer to this question)

### **4. I was treated courteously.**

Yes	54	100%
No	0	0%

### **5. Were updates provided?**

Yes	31	72%
No	12	28%

(\*11 of the surveys received did not provide an answer to this question)