

## **QUALITY OF SERVICE**

Two hundred and sixty five Complainant Satisfaction Surveys were sent by post to members of the public who had visited our offices during the year. Out of these 265, 87 were returned. (33%)

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

### Delivery

**Were you content with the way our service dealt with your problems?**

Yes	75	86%
No	8	9%
N/A	4	

### Timeliness

**Were you content with the overall time that it took for us to come to a conclusion on your complaint/enquiry?**

Yes	75	86%
No	5	6%
N/A	7	

### Information

**Were you kept informed on the progress of your case?**

Yes	77	88%
No	7	8%
N/A	3	

### Professionalism

**Did you feel we were competent and that we treated you fairly?**

Yes	81	93%
No	5	6%
N/A	1	

### Staff Attitude

**Were we polite, friendly and sympathetic to your needs?**

Yes	86	99%
No	0	0%
N/A	1	