

Customer Survey Results - Lincolnshire Members (1st April to 30th June 2016)

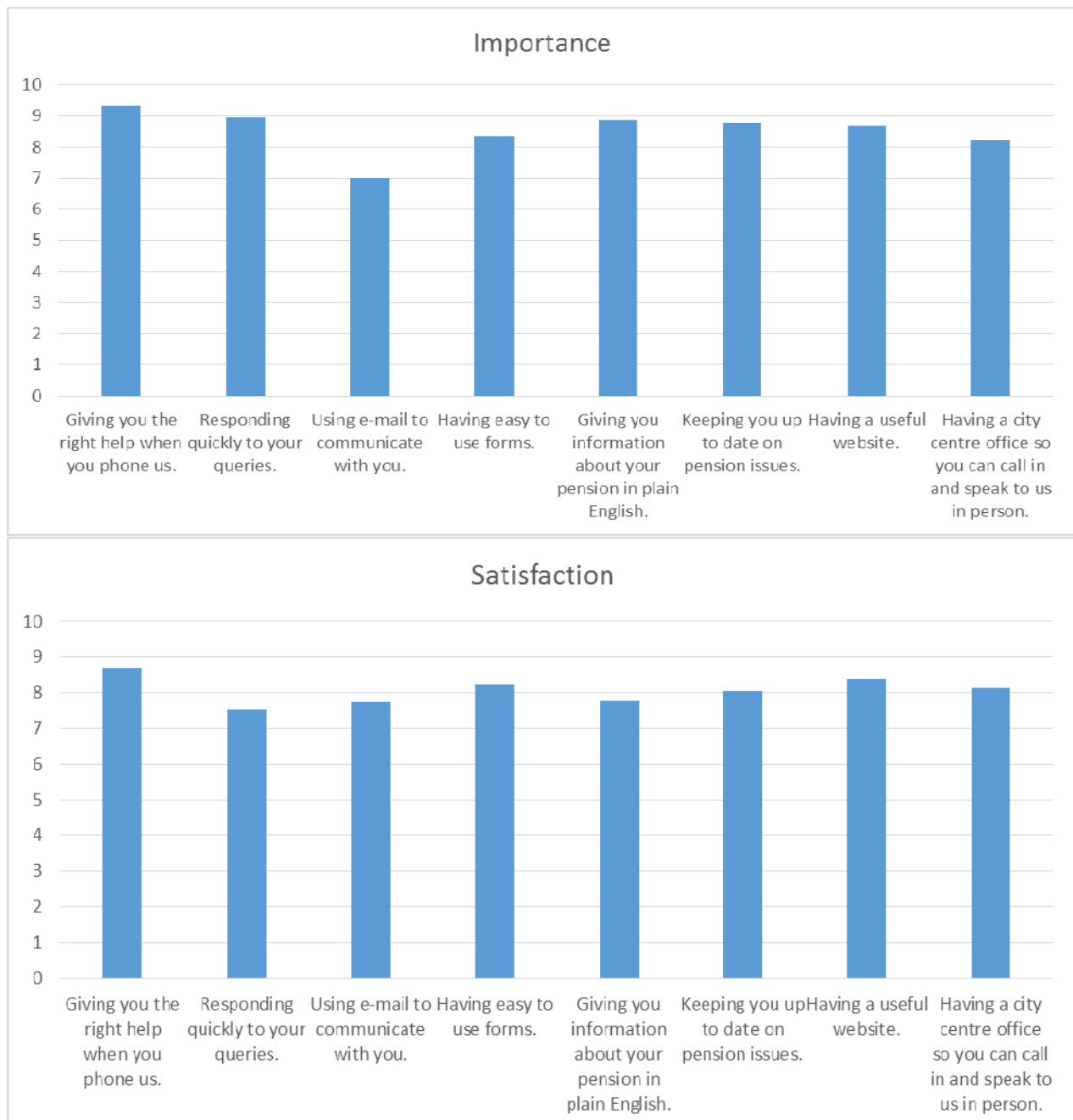
Over the quarter April to June we received **1** online customer responses.

Over the quarter April to June **213** Lincolnshire member's sample survey letters were sent out and **23 (10.79%)** returned:

Overall Customer Satisfaction Score;

April to June 2015	July to September 2015	October to December 2015	January to March 2016	April to June 2016
78.34%	83.94%	80.16%	80.34%	80.71%

The charts below give a picture of the customers overall views about our services;



Sample of positive comments:

Member Number	Comments
8019171	Very satisfactory. Kind and helpful.
8019513	Very helpful and efficient. I have been very satisfied with service received.
8042156	Very helpful and reassuring. This was a stressful time and your help and plain English has been so helpful. Much better than the previous supplier.
MN 8086011 /MN 9000285	<p>Email from Steve -Earlier this morning I had a phone call from Mrs Valerie Elkington (MN 8086011, among many, many others) and her husband Vincent, (MN 9000285, retired Lincolnshire Firefighter).</p> <p>In brief, they were concerned at the number of pension records Mrs Elkington has acquired. Her situation is she does one-to-one work with Special Needs Children in a Lincoln school, and every time a child leaves her care she gets a different child to look after, new contract, and consequently a new pension record. As such, she's ended up with 15 pension records !</p> <p>Without doing anything out of the ordinary, I told Mrs Elkington I understood her concerns and would create a Phone Log for the Service Centre to look at all her Linking Options – which I've subsequently done.</p> <p>Before ringing off however, both Mr & Mrs Elkington said they wanted to offer positive feedback on the level of service they've received since WYPF started administering their pensions. They said the level of service and quality of information they have received over the last 12 months, has "improved beyond recognition" from anything they received from Mouchel. And they requested I pass their comments on – so job done.</p> <p>There is no doubt in my mind the comments were aimed at the organisation as a whole, rather anything I said or did on the phone.</p>
Mrs Deborah Rowland	<p>Email from Employer to Kaele - Took a call from Mrs Deborah Rowland today and wanted to let you know that she was very appreciative of your call yesterday and the time you took with her queries.</p> <p>It is very much appreciated.</p>

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8110558	Non concussive as you did not provide answer to my any query.	Passed to Kate G on 17/06/2016. Kate has not sent any response yet. An email has been sent to Kate to ask any reason for delay.

8109207	Terrible had to wait over 1/2 an hour. Question did not get answered	<p>Response sent by Naheed - Thank you for taking time to complete and return our customer survey.</p> <p>Please accept my apologies for the delay in dealing with your phone call. Our telephone system is currently being updated to resolve this issue.</p> <p>I have also spoken to our pensions liaison officer at Lincolnshire County Council and they have confirmed that your pension contributions in this post have been refunded to you.</p> <p>Once again, thank you for your feedback</p>
Online	<p>You split information into so many different parts it becomes confusing. You didn't verify my address provided to you in error by my employer and so you sent sensitive information to my old address which was opened and took a further a month to get to me. You send me information in parts with more information to follow which becomes confusing and hard to understand. You do not explain what things mean in basic English. This makes information you provide confusing. You take a very long time to process information. I have had changes in December which you are only just contacting me about in April May.</p>	<p>Unable to reply as incorrect MN supplied.</p>

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