

Customer Survey Results - Lincolnshire Members (1st January to 31st March 2017)

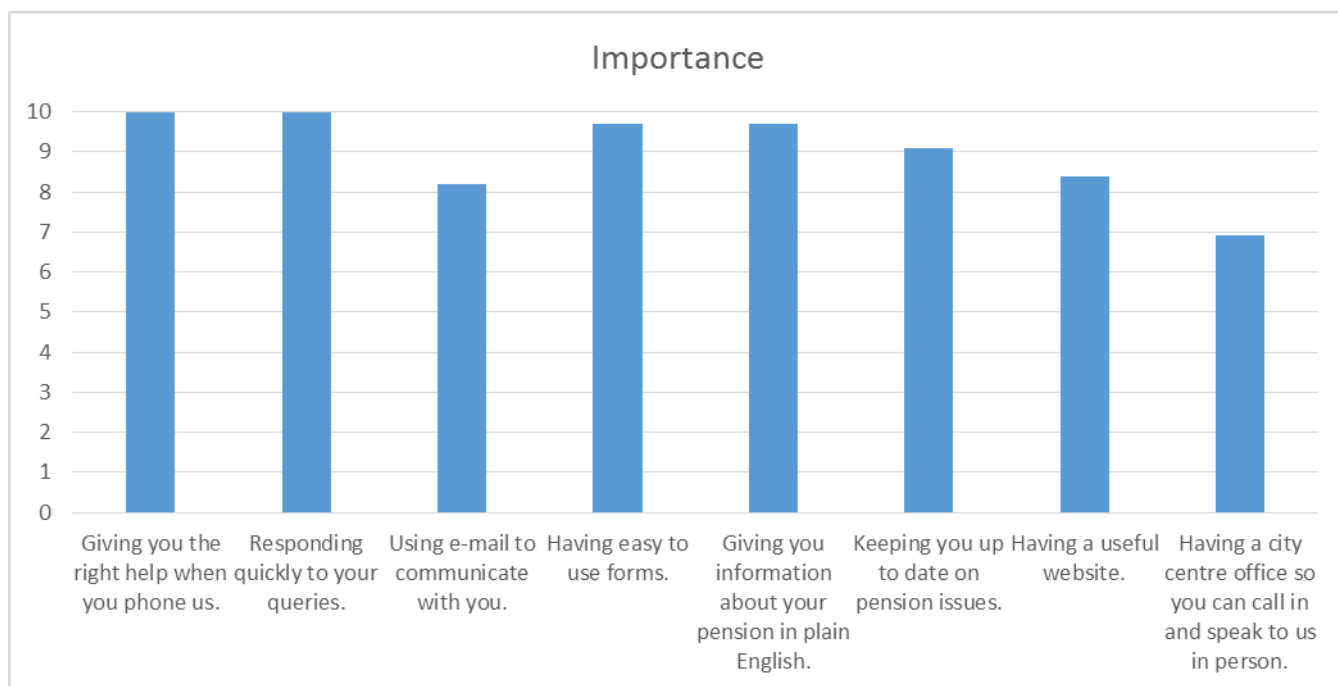
Over the quarter January to March we received **3** online customer responses.

Over the quarter January to March **87** Lincolnshire member's sample survey letters were sent out and **12 (13.79%)** returned:

Overall Customer Satisfaction Score;

January to March 2016	April to June 2016	July to September 2016	October to December 2016	January to March 2017
80.34%	80.71%	79.55%	77.22%	87.07%

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



Sample of positive comments:

Member Number	Comments
8044247	Always a named person to contact-usually same person each time which is very important to me. Very good service, always got answer to any question I have.
815224	Excellent as I would expect from a well trained organisation. Been a boon since having retired to know that I can trust local people to look after the pension and not the thieving magpies of parliament.
8045283	I was very pleased with the outcome. Very good, very helpful

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
----------------------	-----------------	---------------------------------------

None
