

Customer Survey Results - Lincolnshire Members (1st April to 30 June 2017)

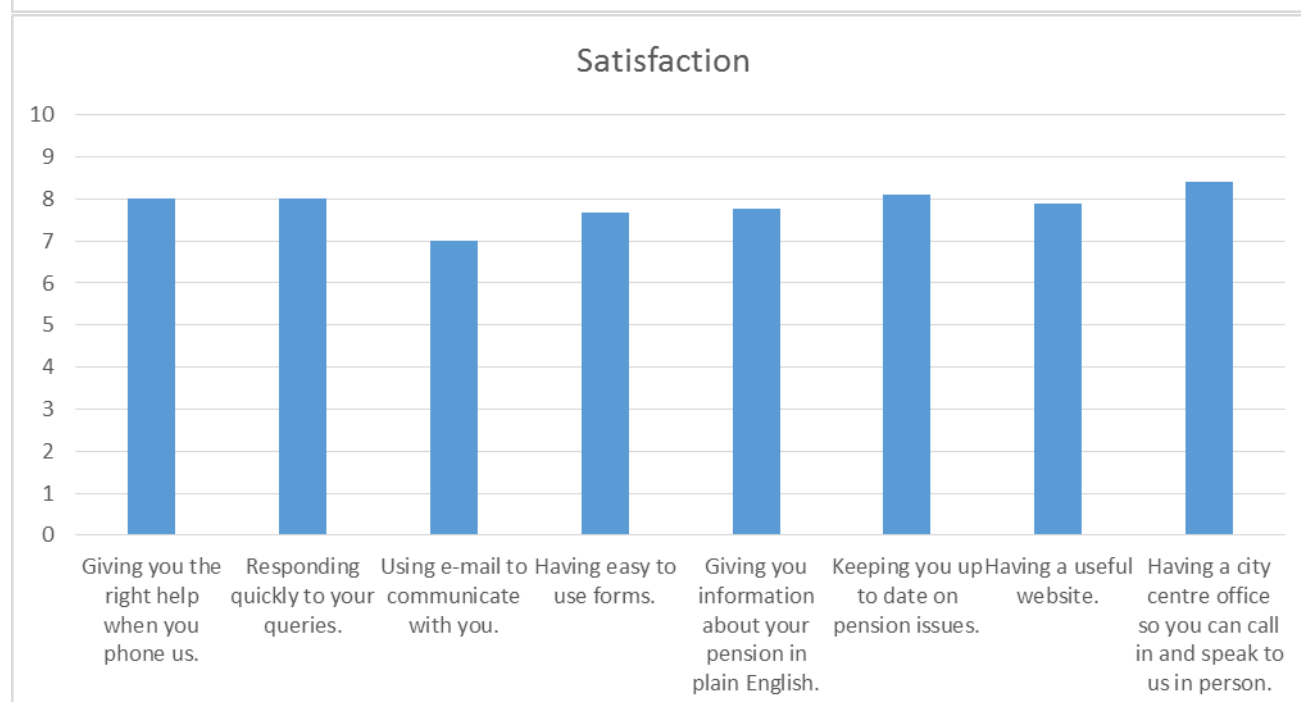
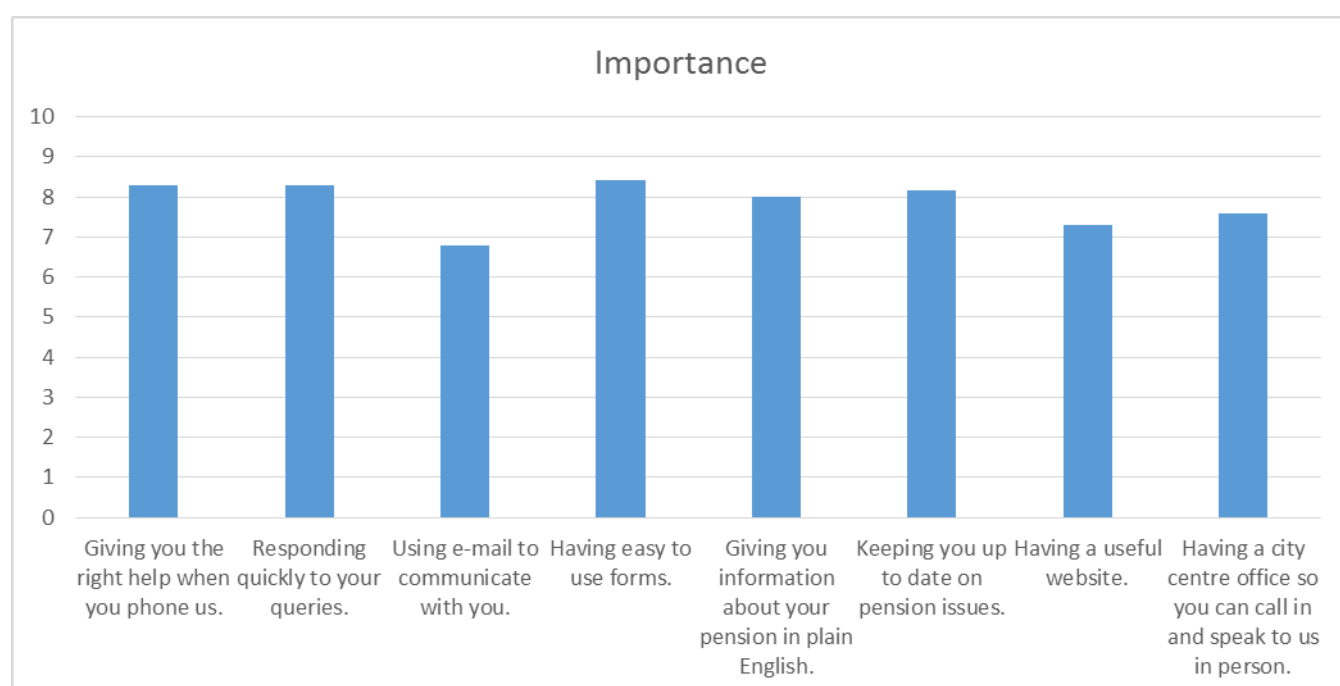
Over the quarter April to June we received **2** online customer responses.

Over the quarter April to June **71** Lincolnshire member's sample survey letters were sent out and **12 (16.9%)** returned:

Overall Customer Satisfaction Score;

April to June 2016	July to September 2016	October to December 2016	January to March 2017	April to June 2017
80.71%	79.55%	77.22%	87.07%	78.63%

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



Sample of positive comments:

Member Number	Comments
8058983	Service was very efficient & staff were available to answer important queries.
8115359	I used the service for pension advice to take early retirement and was happy with advice.
Online	I have had excellent, efficient service, totally faultless. Thank you

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8115651	Takes such a long time to get information when phoning nearly 7 months to answer 2 simple questions and get someone to return my call.	<p>Response sent by Sandra:</p> <p>Thank you for taking time to complete and return our customer survey.</p> <p>Your comments have been noted and will be reviewed by our senior management team during the next review of customer service.</p>
8115696	I don't know why you sent me this as I don't have a pension with you. Please explain?	<p>Response sent by Sandra:</p> <p>Thank you for taking time to complete and return our customer survey.</p> <p>Your employer told us you have joined the local government pension scheme, if this is no longer the case please ask your employer to update our records.</p>