

Customer Survey Results - Lincolnshire Members (1st October to 31st December 2017)

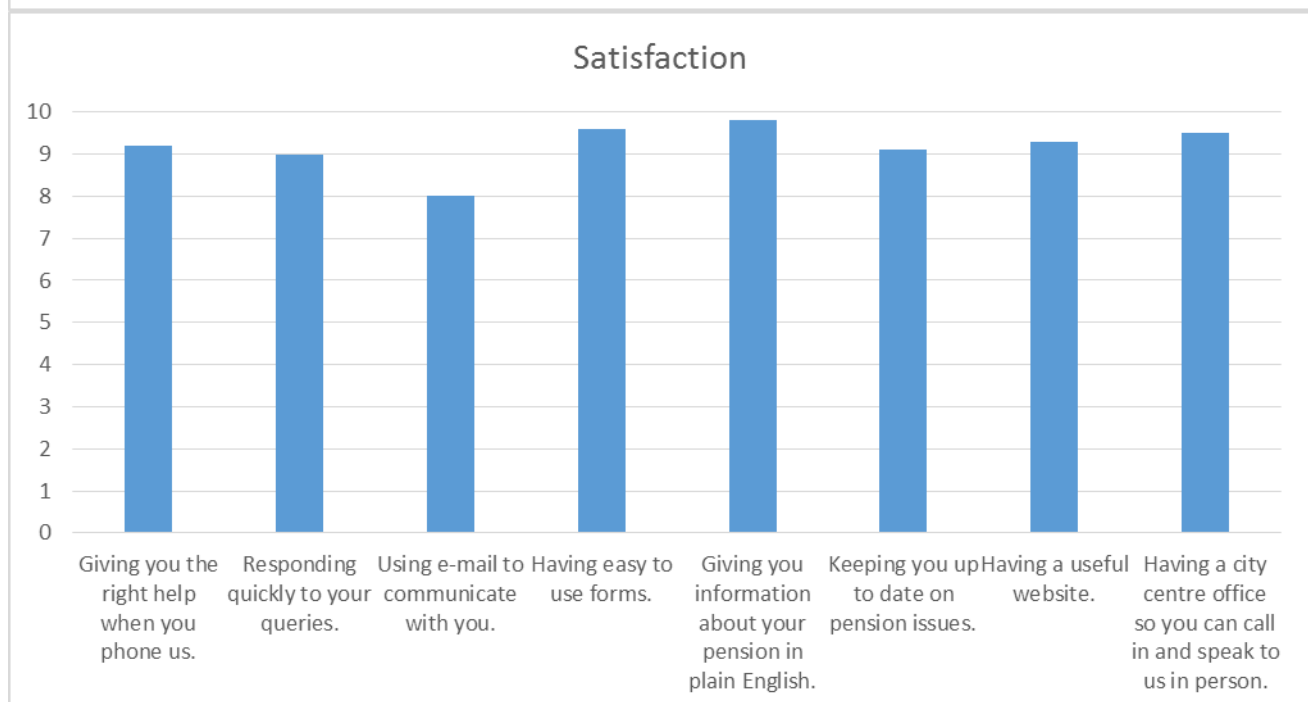
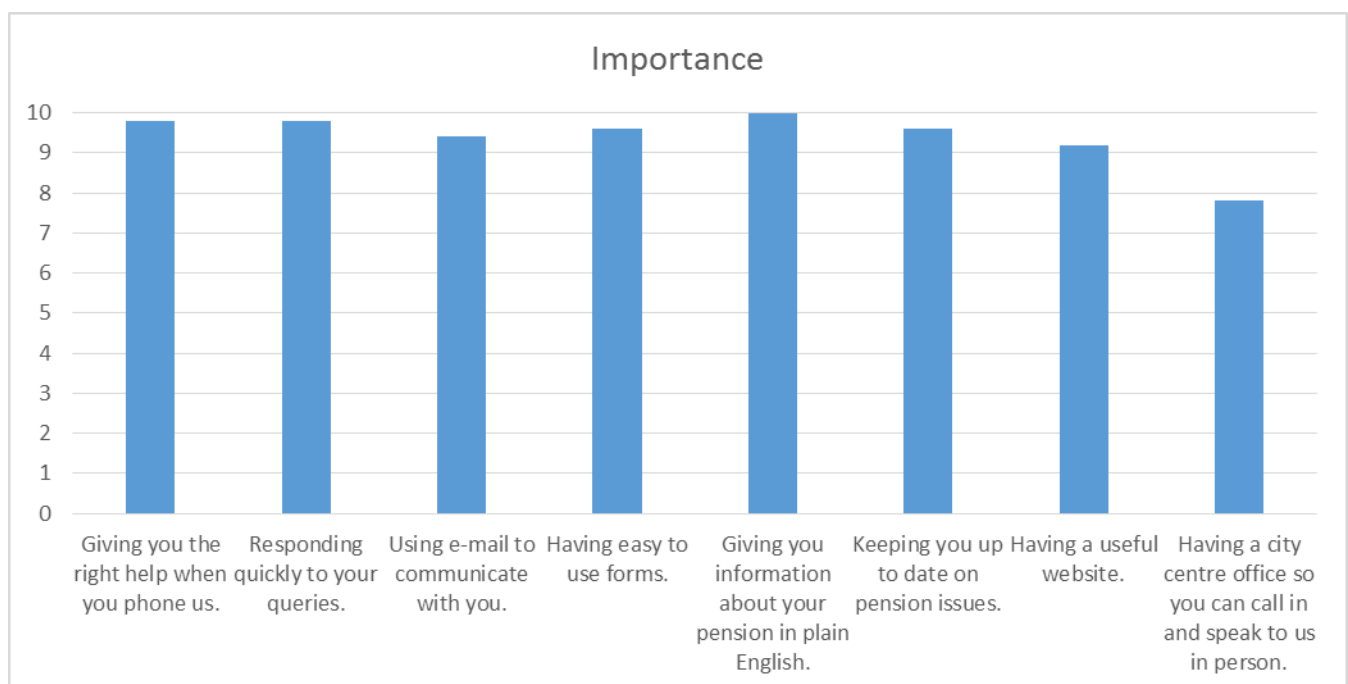
Over the quarter October to December we received **2** online customer responses.

Over the quarter October to December **133** Lincolnshire member's sample survey letters were sent out and **12 (9.03%)** returned:

Overall Customer Satisfaction Score;

October to December 2016	January to March 2017	April to June 2017	July to September 2017	October to December 2017
77.22%	87.07%	78.63%	89.62%	91.74%

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



Sample of positive comments:

Member Number	Comments
8068128	Spot on. Just retired and the process was clearly explained and executed in a timely manner. Thank you very much.
8108529	A clear effective service. I was very impressed by your phone service.
8117549	My enquiries and subsequent action was very quickly dealt with.

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8100165 (online)	Slow, repetitive and very uninformative. Slow service, kept being told would be completed within next 3 weeks which ended up taking around 2 years. Had to ring twice to change address. Was not updated by yourselves at all unless I contacted you.	Delays in receiving accurate information from the Employer