

Customer Survey Results - Lincolnshire Members
(1st October to 31st December 2020)

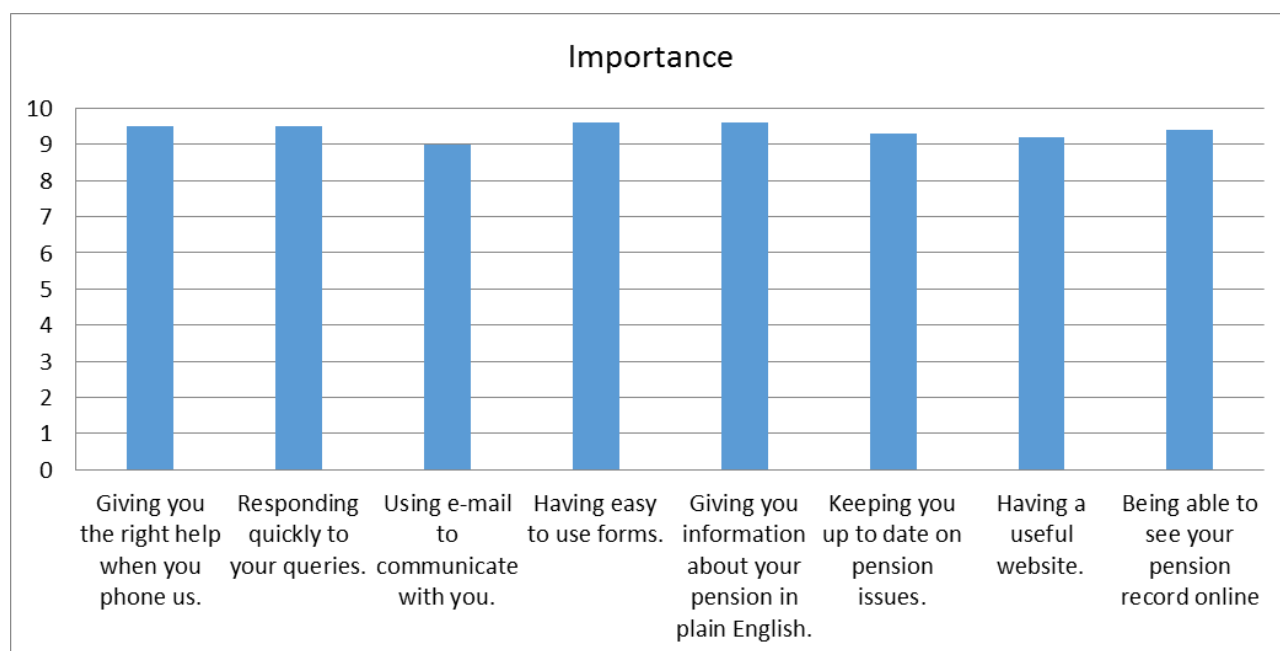
Over the quarter October to December we received **0** online customer responses.

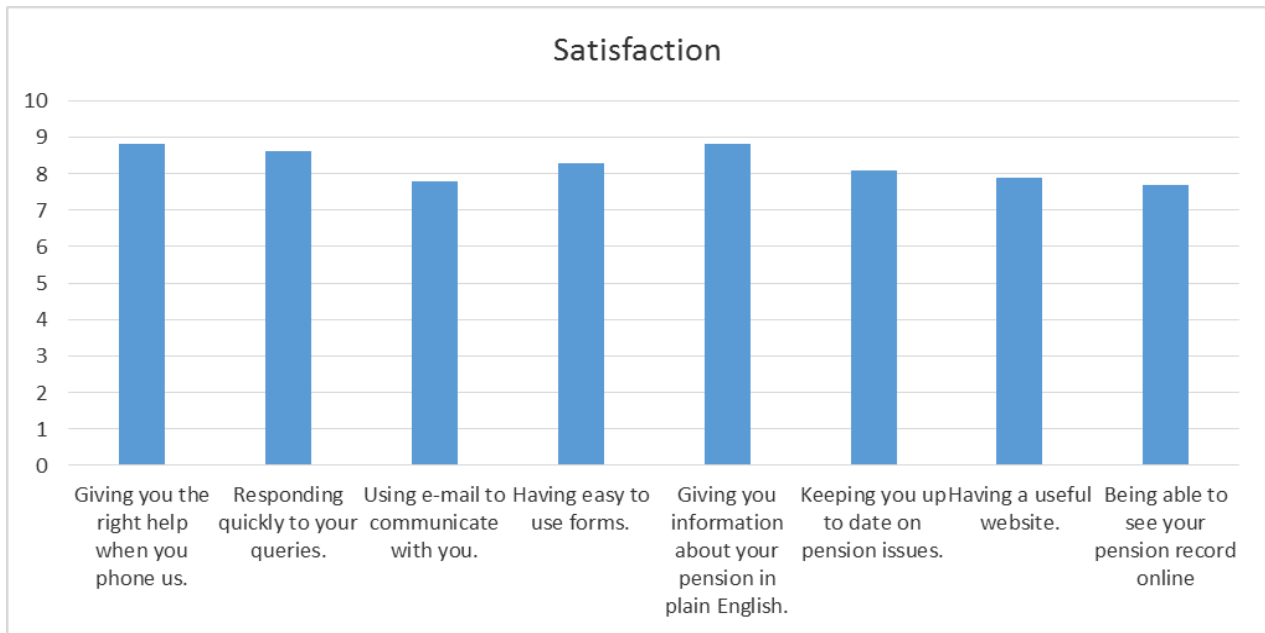
Over the quarter October to December **163** Lincolnshire member’s sample survey letters were sent out and **29 (17.8%)** returned:

Overall Customer Satisfaction Score:

October to December 2019	January to March 2020	April to June 2020	July to September 2020	October to December 2020
84.5%	78.7%	92.7%	94.9%	82.1%

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





Sample of positive comments:

Member Number	Comments
8092288	Generally speaking, I have found the service received helpful and informative. Most recent telephone contact to obtain information needed quickly about life time allowance was dealt very efficiently and quickly at first point of contact.
8133916	So far your service has been quick and professional with a personal touch and friendly.
8087399	During the Covid 19 it was managed in a positive manner. Good services provided.
8055567	Helpful, fast and efficient service.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
8135083	Difficult and confusing. I am still waiting for paperwork which was requested multiple times during last couple of months.	Rang member about her customer survey form. I apologised for the confusion and said I had a couple of questions. In her last phone call she mentioned linking 8124216 to 8135083 but 8124216 still appears to be an active record. She confirmed it is and she wants to link 8130003 to 8135083. I said I will create a linking quote and mark it as urgent and will get it sent out ASAP. She requested, please can we email her it securely through Galxkey and also post the quote too. I agreed we would do that for her.