

Customer Survey Results - Lincolnshire Members (1st April to 30 June 2021)

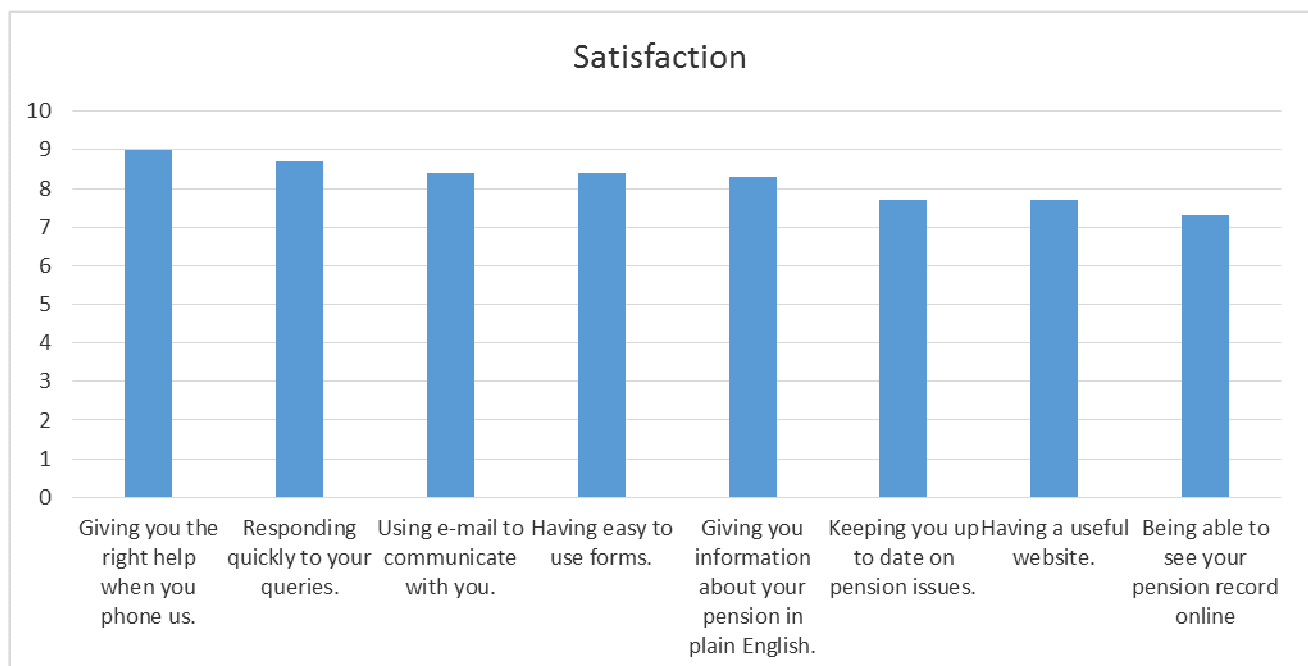
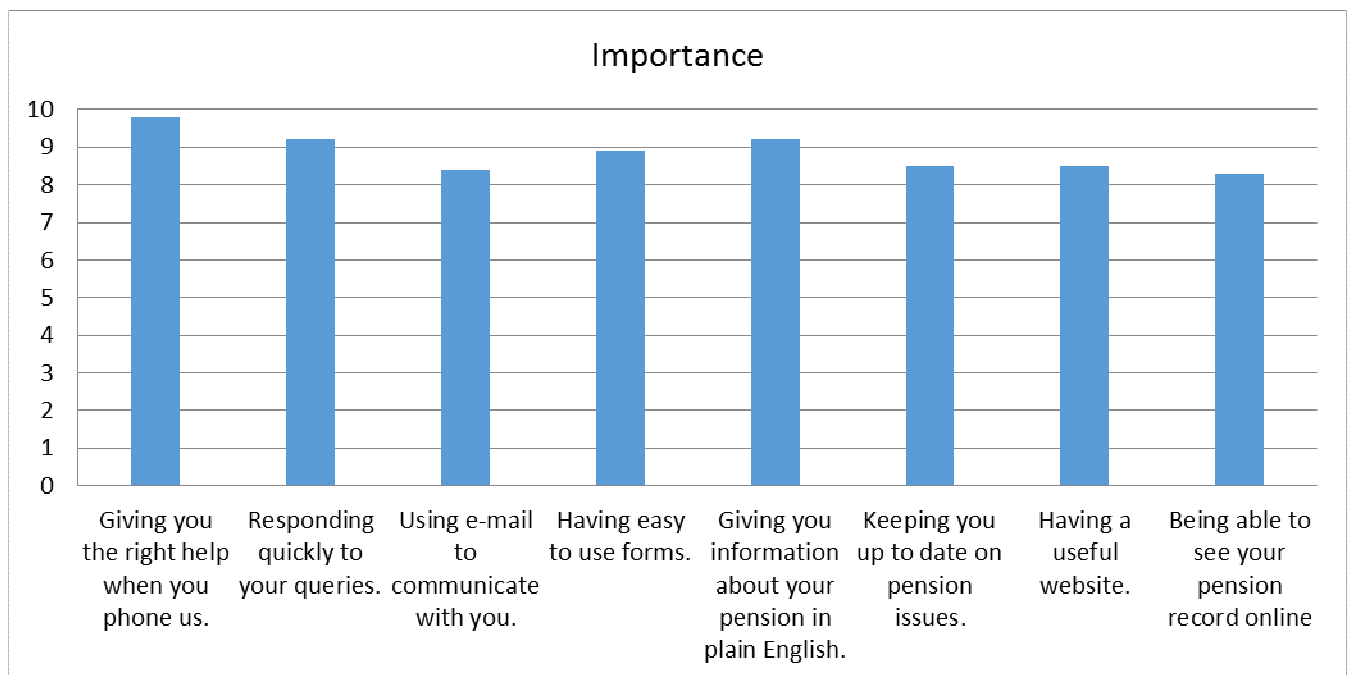
Over the quarter April to June we received **5** online customer responses.

Over the quarter April to June **96** Lincolnshire member's sample survey letters were sent out and **10 (10.5%)** returned:

Overall Customer Satisfaction Score;

April to June 2020	July to September 2020	October to December 2020	January to March 2021	April to June 2021
92.7%	94.9%	82.1%	86.8%	81.7%

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



Sample of positive comments:

Member Number	Comments
8000662	Good. informative and quick service
8134971	Very efficient, clear and helpful during difficult time. Very happy with the service received.
8018283	Apart from waiting 35 minutes for someone to answer the young ladies who helped me were truly excellent. The service I received was excellent.
8106197	quick and efficient

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		