

## Customer Survey Results - Lincolnshire Members (1<sup>st</sup> January to 31<sup>st</sup> March 2022)

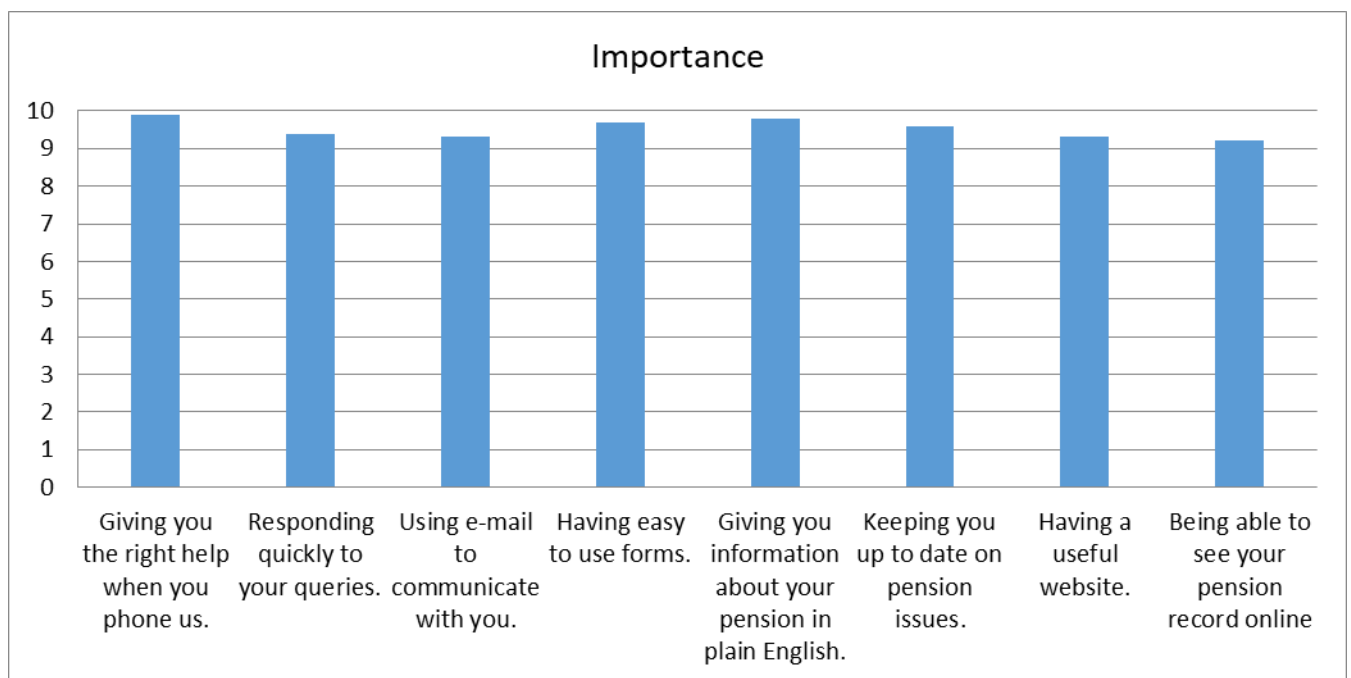
Over the quarter January to March we received **1** online customer response.

Over the quarter January to March **151** Lincolnshire member's sample survey letters were sent out and **13 (8.7%)** returned:

Overall Customer Satisfaction Score;

January to March 2021	April to June 2021	July to September 2021	October to December 2021	January to March 2022
86.8%	81.7%	96.9%	91.5%	95.3%

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



**Sample of positive comments:**

<b>Member Number</b>	<b>Comments</b>
8070898	Very good. I phoned with a query about my pension and spoke to someone who was very helpful and friendly. She answered my query straight away.
8139364	Satisfactory. Think email communication rather than postal would have made the process quicker.
8140601	Spot on. Kaele Pilcher was really helpful
8082146	Very nice, thank you. It's excellent again

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Summary of Acknowledgement Letter Sent to Member</b>
None		