

Appendix 4(i) Customer Survey Findings

This survey ran from 1st March to 30th April 2021 during Covid restrictions. Customers could complete the survey online or by calling 0300 123 0900. The survey was actively promoted to customers calling our contact centre. 466 people took part.

The survey asked customers to rate the service and to tell us how they would like to access customer services going forward.

How customers rate our current service

98%



of customers rated the service they got from our Customer Services Team as 5 stars

97%

of customers said that the length of their enquiry time was "just right"



How customers would prefer to access Customer Services in future

81.5% prefer to handle their enquiry by phone.

6.5% of customers would prefer to make contact by e-mail



2% of customers would prefer to make contact via Live Web Chat



10% of customers would prefer to make contact face to face on a drop or appointment in basis