

Customer Service Exit Survey
Incomes

Date - June 2015

Surveys Completed - 6

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities					30	5.0
How would you rate the quality of customer service you received					30	5.0
How would you rate the level of knowledge of the member of staff who assisted you					30	5.0
Were you satisfied with the length of time it took to assist you with your queries					30	5.0
Overall how satisfied were you with the outcome of your enquiry					30	5.0

Comments

Glad I spoke to a real living person to pay my bill as I dont speak to anyone these days.

Service is always excellent

Very happy with phone contact

Date - September 2015

Surveys Completed - 6

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities					30	5.0
How would you rate the quality of customer service you received					30	5.0

How would you rate the level of knowledge of the member of staff who assisted you	30	5.0
Were you satisfied with the length of time it took to assist you with your queries	30	5.0
Overall how satisfied were you with the outcome of your enquiry	30	5.0

Comments

Excellent Service, glad there are no endless menus on phone, brilliant service as always!

Completely satisfied

No suggestions as service was excellent

Date - December 2015

Surveys Completed - 6

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities					30	5.0
How would you rate the quality of customer service you received					30	5.0
How would you rate the level of knowledge of the member of staff who assisted you					30	5.0
Were you satisfied with the length of time it took to assist you with your queries					30	5.0
Overall how satisfied were you with the outcome of your enquiry					30	5.0

Comments

Everything very good

Very please with the service

Excellent service
Staff member fast and efficient

Date - March 2016

Surveys Completed - 6

Questions

Following your recent contact with our service, please rate our range of facilities

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
				4	25	4.8
How would you rate the quality of customer service you received					30	5.0
How would you rate the level of knowledge of the member of staff who assisted you					30	5.0
Were you satisfied with the length of time it took to assist you with your queries				4	25	4.8
Overall how satisfied were you with the outcome of your enquiry					30	5.0

Comments

No suggestions, the service was more than excellent!
Great service, always very helpful

Customer Service Exit Survey
Local Taxation

Date - June 2015

Surveys Completed - 2

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
		3		5	<u>4.0</u>

How would you rate the quality of customer service you received

10 **5.0**

How would you rate the level of knowledge of the member of staff who assisted you

4 5 **4.5**

Were you satisfied with the length of time it took to assist you with your queries

10 **5.0**

Overall how satisfied were you with the outcome of your enquiry

10 **5.0**

Comments

Very helpfull

Date - September 2015

Surveys Completed - 4

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
			4	15	<u>4.8</u>

How would you rate the quality of customer service you received

20 **5.0**

How would you rate the level of knowledge of the member of staff who assisted you	20	5.0
Were you satisfied with the length of time it took to assist you with your queries	20	5.0
Overall how satisfied were you with the outcome of your enquiry	20	5.0

Comments

Date - December 2015

Surveys Completed - 6

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities			3	12	10	4.2
How would you rate the quality of customer service you received				16	10	4.3
How would you rate the level of knowledge of the member of staff who assisted you				12	15	4.5
Were you satisfied with the length of time it took to assist you with your queries				12	15	4.5
Overall how satisfied were you with the outcome of your enquiry				8	20	4.7

Comments

Very good experience following visit to Bodlondeb

Date - March 2016

Surveys Completed - 6

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
		3	4	20	4.5

How would you rate the quality of customer service you received

			4	25	4.8
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How would you rate the level of knowledge of the member of staff who assisted you

			4	25	4.8
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Were you satisfied with the length of time it took to assist you with your queries

	2		4	20	4.3
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Overall how satisfied were you with the outcome of your enquiry

		3	4	20	4.5
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Comments

Customer Service Exit Survey
BENEFITS

Date - June 2015

Surveys Completed - 4

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
			4	15	<u>4.8</u>

How would you rate the quality of customer service you received

20 **5.0**

How would you rate the level of knowledge of the member of staff who assisted you

4 15 **4.8**

Were you satisfied with the length of time it took to assist you with your queries

20 **5.0**

Overall how satisfied were you with the outcome of your enquiry

20 **5.0**

Comments

Carole was lovely & very helpful

Date - September 2015

Surveys Completed - 4

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
			4	15	<u>4.8</u>

How would you rate the quality of customer service you received

8 10 **4.5**

How would you rate the level of knowledge of the member of staff who assisted you	8	10	4.5
Were you satisfied with the length of time it took to assist you with your queries	4	15	4.8
Overall how satisfied were you with the outcome of your enquiry	8	10	4.5

Comments

Date - December 2015

Surveys Completed - 3

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities				4	10	4.7
How would you rate the quality of customer service you received				4	10	4.7
How would you rate the level of knowledge of the member of staff who assisted you				4	10	4.7
Were you satisfied with the length of time it took to assist you with your queries				8	5	4.3
Overall how satisfied were you with the outcome of your enquiry				4	10	4.7

Comments

Never had any issues

Date - March 2016

Surveys Completed - 3

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
			8	5	4.3

How would you rate the quality of customer service you received

4	10				4.7
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How would you rate the level of knowledge of the member of staff who assisted you

8	5				4.3
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Were you satisfied with the length of time it took to assist you with your queries

4	10				4.7
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Overall how satisfied were you with the outcome of your enquiry

4	10				4.7
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Comments

The service I received was excellent
No wait at office

Customer Service Exit Survey
FINANCIAL ASSESSMENT

Date - June 2015

Surveys Completed - 3

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>	
				4	10	<u>4.7</u>

How would you rate the quality of customer service you received

15 **5.0**

How would you rate the level of knowledge of the member of staff who assisted you

15 **5.0**

Were you satisfied with the length of time it took to assist you with your queries

15 **5.0**

Overall how satisfied were you with the outcome of your enquiry

15 **5.0**

Comments

Can't believe how smoothly the process has gone
Wish to thank Ellie for her continued assistance

Date - September 2015

Surveys Completed - 4

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>	
				20		<u>5.0</u>

How would you rate the quality of customer service you received

20 **5.0**

How would you rate the level of knowledge of the member of staff who assisted you	20	<u>5.0</u>
Were you satisfied with the length of time it took to assist you with your queries	20	<u>5.0</u>
Overall how satisfied were you with the outcome of your enquiry	20	<u>5.0</u>

Comments

Brilliant, couldn't do enough for me!
More than satisfied, always the same
Bill query dealt with to my satisfaction

Date - December 2015

Surveys Completed -

Questions - 4

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
			4	15	<u>4.8</u>

How would you rate the quality of customer service you received	20	<u>5.0</u>
How would you rate the level of knowledge of the member of staff who assisted you	20	<u>5.0</u>
Were you satisfied with the length of time it took to assist you with your queries	20	<u>5.0</u>
Overall how satisfied were you with the outcome of your enquiry	20	<u>5.0</u>

Comments

Very efficient / prompt service

Date - March 2016

Surveys Completed - 3

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
				15	<u>5.0</u>

How would you rate the quality of customer service you received

15 **5.0**

How would you rate the level of knowledge of the member of staff who assisted you

15 **5.0**

Were you satisfied with the length of time it took to assist you with your queries

15 **5.0**

Overall how satisfied were you with the outcome of your enquiry

15 **5.0**

Comments

I'm happy with the outcome of my enquiry
Extremely helpful, couldn't do without her

Customer Service Exit Survey
BENEFIT INTERVENTIONS

Date - June 2015

Surveys Completed - 5

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
				25	<u>5.0</u>

How would you rate the quality of customer service you received

4	20				<u>4.8</u>
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How would you rate the level of knowledge of the member of staff who assisted you

4	20				<u>4.8</u>
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Were you satisfied with the length of time it took to assist you with your queries

				25	<u>5.0</u>
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Overall how satisfied were you with the outcome of your enquiry

				25	<u>5.0</u>
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Comments

Excellent Service

Great help, very pleased with service

Staff excellent, very caring

Date - September 2015

Surveys Completed - 5

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
				25	<u>5.0</u>

How would you rate the quality of customer service you received

				25	<u>5.0</u>
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How would you rate the level of knowledge of the member of staff who assisted you	25	<u>5.0</u>
Were you satisfied with the length of time it took to assist you with your queries	25	<u>5.0</u>
Overall how satisfied were you with the outcome of your enquiry	25	<u>5.0</u>

Comments

Barry was very nice and as I had never claimed benefits before, he made it easy
 Very satisfied with service
 Excellent Service!
 Very helpful

Date - December 2015

Surveys Completed -

Questions - 5

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities					25	<u>5.0</u>

How would you rate the quality of customer service you received	25	<u>5.0</u>
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How would you rate the level of knowledge of the member of staff who assisted you	25	<u>5.0</u>
---	----	------------

Were you satisfied with the length of time it took to assist you with your queries	25	<u>5.0</u>
--	----	------------

Overall how satisfied were you with the outcome of your enquiry	25	<u>5.0</u>
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Comments

Very satisfied with service
 Excellent service, very professional

Staff very nice and supportive

Date - March 2016

Surveys Completed - 5

Questions

Following your recent contact with our service, please rate our range of facilities

<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
			8	15	<u>4.6</u>

How would you rate the quality of customer service you received

8	15				<u>4.6</u>
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How would you rate the level of knowledge of the member of staff who assisted you

4	20				<u>4.8</u>
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Were you satisfied with the length of time it took to assist you with your queries

				25	<u>5.0</u>
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Overall how satisfied were you with the outcome of your enquiry

				25	<u>5.0</u>
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Comments

Excellent!

We were very impressed

Had appointment at short notice

Customer Service Exit Survey
OVERALL TOTALS

Date - June 2015

Surveys Completed - 20

<u>Questions</u>	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>
Following your recent contact with our service, please rate our range of facilities	0	0	3	8
How would you rate the quality of customer service you received	0	0	0	4
How would you rate the level of knowledge of the member of staff who assisted you	0	0	0	12
Were you satisfied with the length of time it took to assist you with your queries	0	0	0	0
Overall how satisfied were you with the outcome of your enquiry	0	0	0	0

Date - September 2015

Surveys Completed - 23

<u>Questions</u>	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>
Following your recent contact with our service, please rate our range of facilities	0	0	0	8
How would you rate the quality of customer service you received	0	0	0	8
How would you rate the level of knowledge of the member of staff who assisted you	0	0	0	8
Were you satisfied with the length of time it took to assist you with your queries	0	0	0	4
Overall how satisfied were you with the outcome of your enquiry	0	0	0	8

Date - December 2015

Surveys Completed - 24

<u>Questions</u>	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>
Following your recent contact with our service, please rate our range of facilities	0	0	3	20

How would you rate the quality of customer service you received	0	0	0	20
How would you rate the level of knowledge of the member of staff who assisted you	0	0	0	16
Were you satisfied with the length of time it took to assist you with your queries	0	0	0	20
Overall how satisfied were you with the outcome of your enquiry	0	0	0	12

Date - March 2016

Surveys Completed - 23

Questions

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>
Following your recent contact with our service, please rate our range of facilities	0	0	3	24
How would you rate the quality of customer service you received	0	0	0	16
How would you rate the level of knowledge of the member of staff who assisted you	0	0	0	16
Were you satisfied with the length of time it took to assist you with your queries	0	2	0	12
Overall how satisfied were you with the outcome of your enquiry	0	0	3	8

Excellent (5) **Average Score**
85 **4.8**

95 **5.0**

85 **4.9**

100 **5.0**

100 **5.0**

Excellent (5) **Average Score**
105 **4.9**

105 **4.9**

105 **4.9**

110 **5.0**

105 **4.9**

Excellent (5) **Average Score**
90 **4.7**

95	<u>4.8</u>
100	<u>4.8</u>
95	<u>4.8</u>
105	<u>4.9</u>

Excellent (5) **Average Score**
80 4.7

95	<u>4.8</u>
95	<u>4.8</u>
95	<u>4.7</u>
100	<u>4.8</u>