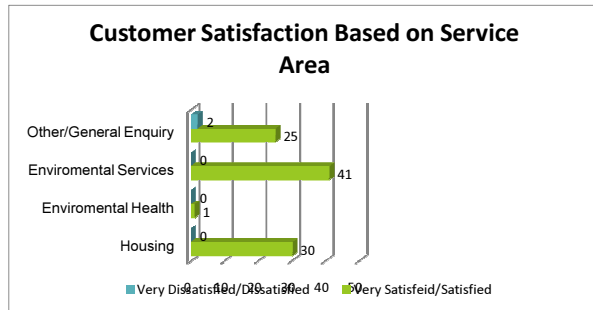
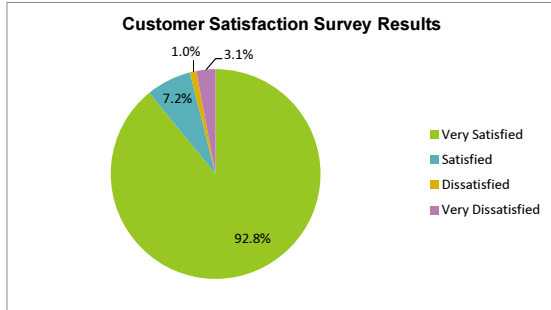


Customer Services Customer Feedback Data

01st June 2016 to 30th June 2016

The results below have been extracted from our Customer Services Raw Data Analysis with a total of 101 survey results received for June. Customer Satisfaction Surveys are sent via our customer record management system as automated email.



Overall, **96.4%** of those surveyed were very satisfied or satisfied with the service we provide

Feedback Received

54 of those who completed surveys, left us comments on the services. We found that **96.2%** of those 54 customers were either very satisfied or satisfied with the service. A small selection of these are detailed below.

Elections Enquiry, Customer Very Satisfied

"Very satisfied with customer service"

Housing Enquiry, Customer Very Satisfied

"Lady over the telephone extremely helpful, she tried to deal with the phone as quickly as possible due to callers waiting which was understandable but her level of customer service was fantastic. I was very upset and emotional over the phone and knowing the lady was listening and understanding my situation made me feel good and better. Thank you very much"

Repairs Enquiry, Customer Satisfied

"I was happy with the service, your staff was very polite and helpful"

Waste & Recycling Enquiry, Customer Very Satisfied

"Good service - lady I spoke to very polite & helpful"

Elections Enquiry, Customer Very Satisfied

"Though the advisor I spoke to did not know all the information off the top of their head (which I don't expect either), they found out all the information I required"

Waste & Recycling Enquiry, Customer Very Satisfied

"Joanne - Customer Information Officer - responded to my query the next day. She had booked the collection for me and included all the information I needed in her"

Elections Enquiry, Customer Very Dissatisfied

"The person I spoke to seemed very vague"

Elections Enquiry, Customer Very Satisfied

"all was good & professional"

Repairs Enquiry, Customer Very Satisfied

"My request was dealt with promptly"

Waste & Recycling Enquiry, Customer Very Satisfied

"Took a long time to get to the required service due to all the information being given. This information was not relevant to my query."

Elections Enquiry, Customer Very Satisfied

"Polite and helpful response"

Repairs Enquiry, Customer Very Satisfied

"Advisor was really helpful and I believe Markus done as much as he could. But I still have no reply from required department"

Environmental Services Enquiry, Customer Satisfied

"internet access could have been much better. the only options available for reporting a problem in the park was flytipping, graffiti, black bags or cleansing - none of which were appropriate"

Repairs Enquiry, Customer Very Satisfied

"Query/problem was not listed online/in form dropdown list, this created a problem reporting online. Advisor on phone was very helpful in bypassing problem and having the problem remedied in ultra quick time. I was very impressed and satisfied with outcome."