

Customer Survey Results - Lincolnshire Members (1st January to 31st March 2018)

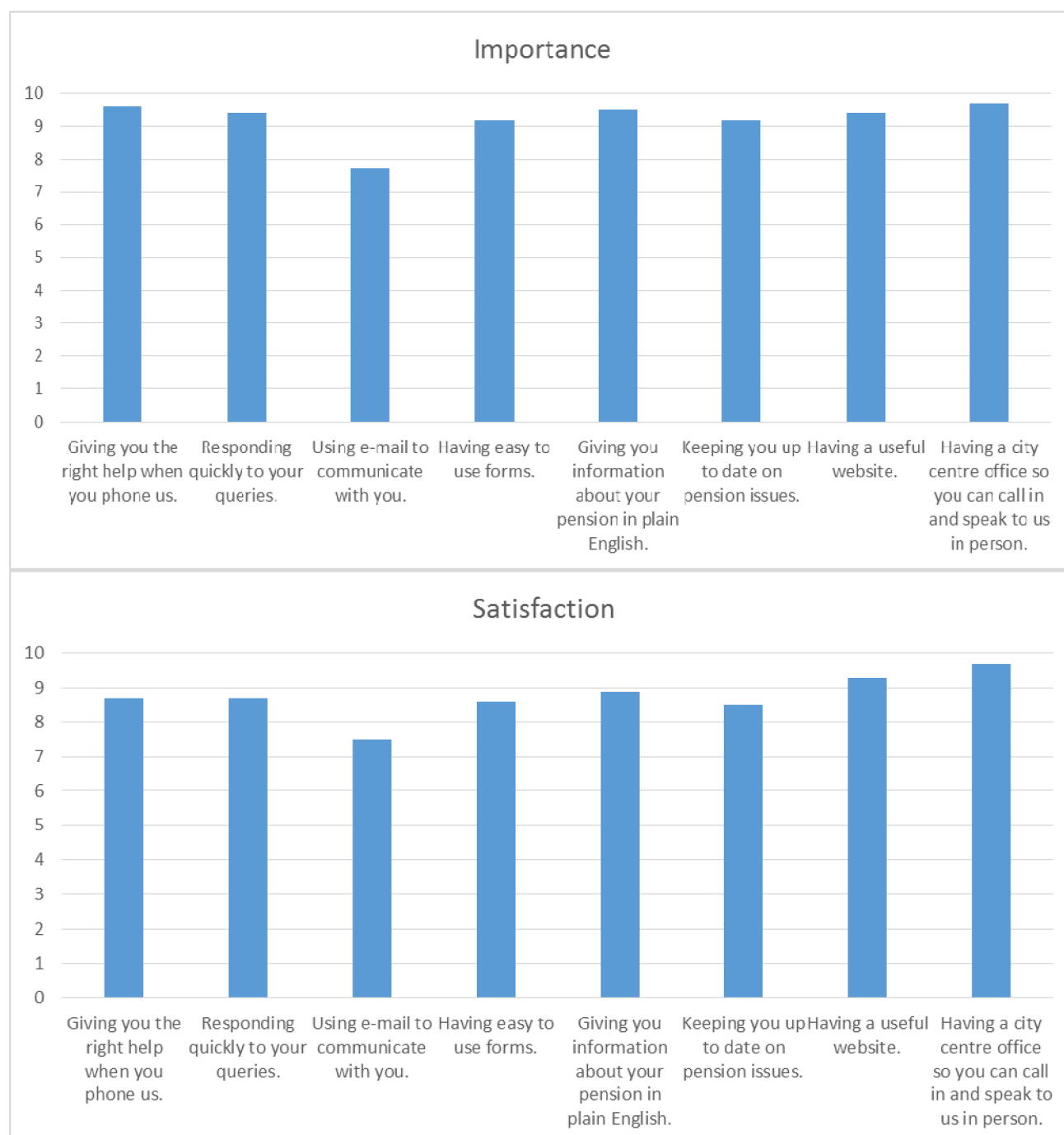
Over the quarter January to March we received **2** online customer responses.

Over the quarter January to March **121** Lincolnshire member's sample survey letters were sent out and **17 (14.05%)** returned:

Overall Customer Satisfaction Score;

January to March 2017	April to June 2017	July to September 2017	October to December 2017	January to March 2018
87.07%	78.63%	89.62%	91.74%	87.34%

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



Sample of positive comments:

Member Number	Comments
8025399	Very satisfactory & good communication. The staff I spoke to couldn't have been more helpful & kind.
8120312	Very helpful when I have contacted you by phone. Always very helpful and don't make you feel stupid, whatever they query you have.
8056195	So far so good. Initial issues at beginning settled down. Hoping receiving the correct amount.

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8094494	Call handlers were always helpful & courteous but the time it took to get a refund was shocking over 2 years.	<p>I am writing in reply to your completed customer feedback form.</p> <p>Upon completion of reviewing the case I can see that the delay in processing the refund was due to the lack of required information from your former payroll provider, HR Solutions. Numerous reminders were sent by WYPF and we did not receive the information until the 28 November 2017. We wrote to you with the refund quote on the 1 December 2017.</p> <p>I hope this explains the delay in the payment of your refund.</p>
8120490	Still awaiting a reply to an email enquiry sent at the end of January regarding my rates at work & pensions attached to the rate	<p>Thank you for taking time to complete and return our customer survey.</p> <p>I note from your comments that you are awaiting a reply to an email enquiry you sent to us at the end of January. Unfortunately, there is no record of this email on our system. I have spoken to the manager in our document imaging team to double check and she assures me that emails are imported immediately onto member records for action. Please resend your enquiry either as an email or you can send me a letter so that I can assure that it is dealt with for you.</p> <p>Please accept my sincere apologies for the inconvenience caused . I assure you that we always aim to improve our service and value your feedback.</p>