

# Customer Survey Results - Fire Members (1<sup>st</sup> January to 31<sup>st</sup> March 2019)

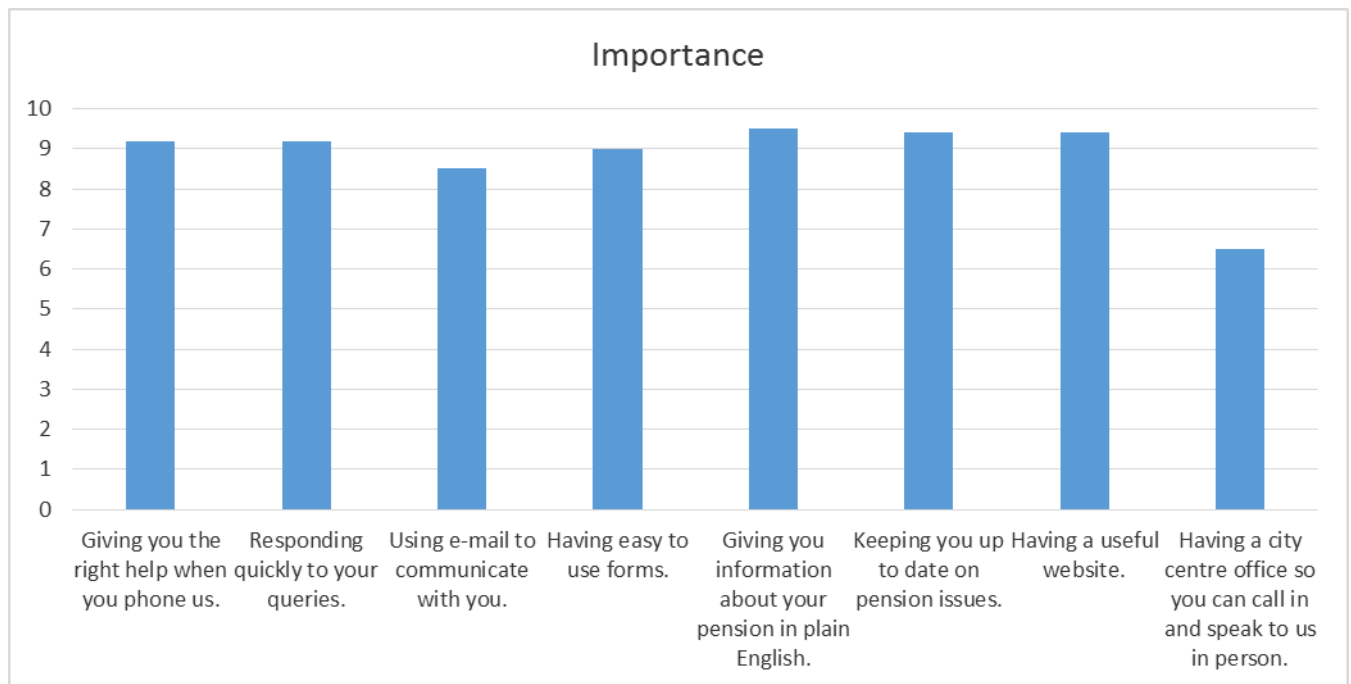
Over the quarter January to March we received **No** online customer response.

Over the quarter January to March **114** Fire member's sample survey letters were sent out and **28 (24.6%)** returned:

Overall Customer Satisfaction Score;

October to December 2018	January to March 2019
88.6%	87.8%

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>
6001163	Very friendly & helpful service. I found the staff very helpful whenever I contacted Bradford office. The transition from working to retiring was made pleased by yourselves.
14001463	Excellent service always, gave accurate information when telephoned for advice. Staff always available to talk regarding any concerns on what can be complex subject.
6000741	Very good, very nice people to speak to. I don't use a computer, so it was fantastic to able to phone, this has been a very helpful service, very knowledgeable and kind staff. Thanks
11000949	WYPF work hard to resolve problems. Thank you for sorting any problems in time for me to get my pension.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Corrective/ Preventive Actions</b>
None		