

## Customer Survey Results - Hounslow Members (1<sup>st</sup> July to 30<sup>th</sup> September 2019)

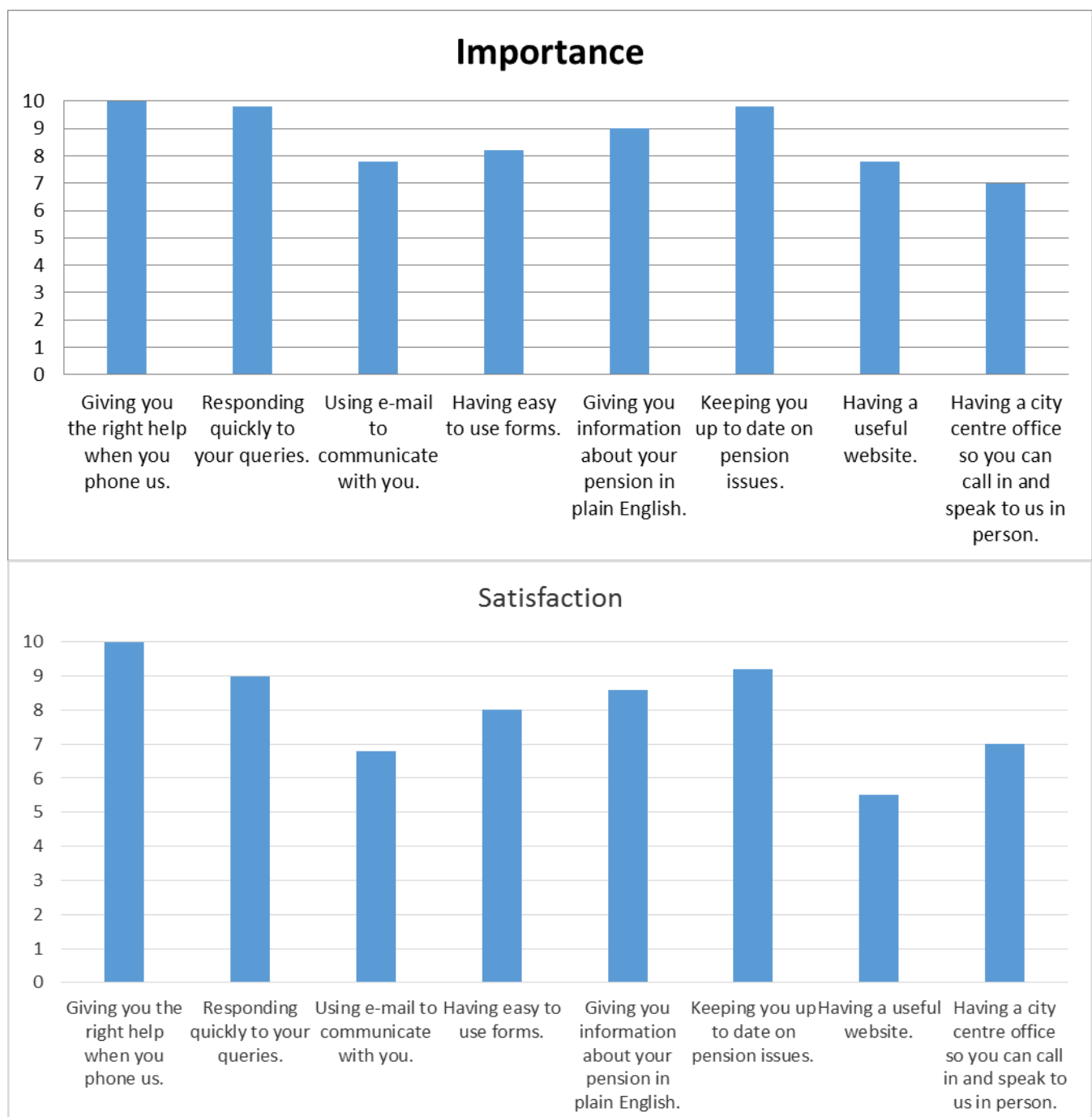
Over the quarter July to September we received **No** online customer response.

Over the quarter July to September **88** Hounslow member's sample survey letters were sent out and **5 (5.7%)** returned:

Overall Customer Satisfaction Score;

October to December 2018	January to March 2019	April to June 2019	July to September 2019
97.5%	96.4%	87.9%	81.6%

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>
18101034	Very helpful and answered questions.
18031081	Very satisfactory friendly staff. Helpful informatory guidance when needed. A friendly responsive service with staff who generally work to help and support pension holder.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Corrective/ Preventive Actions</b>
18100515	<p>Unfortunately it was all lead by me and you were slow to respond.</p> <p>You need to be a customer focus and follow up on customers requests. I was not satisfied with the service provided. I hope you will be more proactive in the future with other customers. Hounslow LBC were more helpful.</p>	<p>This is a case where member wanted to transfer out his benefits to another provider.</p> <p>No significant delays have occurred. Transfers can be time consuming as information has to be provided and processed by the new scheme who will also contact the member during the process. Until WYPF receive option forms from the member the transfer cannot be finalised.</p> <p>Under the LGPS regulations a transfer quote must be provided within 3 months of the date of request which in this case was met.</p>