

Customer Survey Results - Hounslow Members (1st July to 30th September 2020)

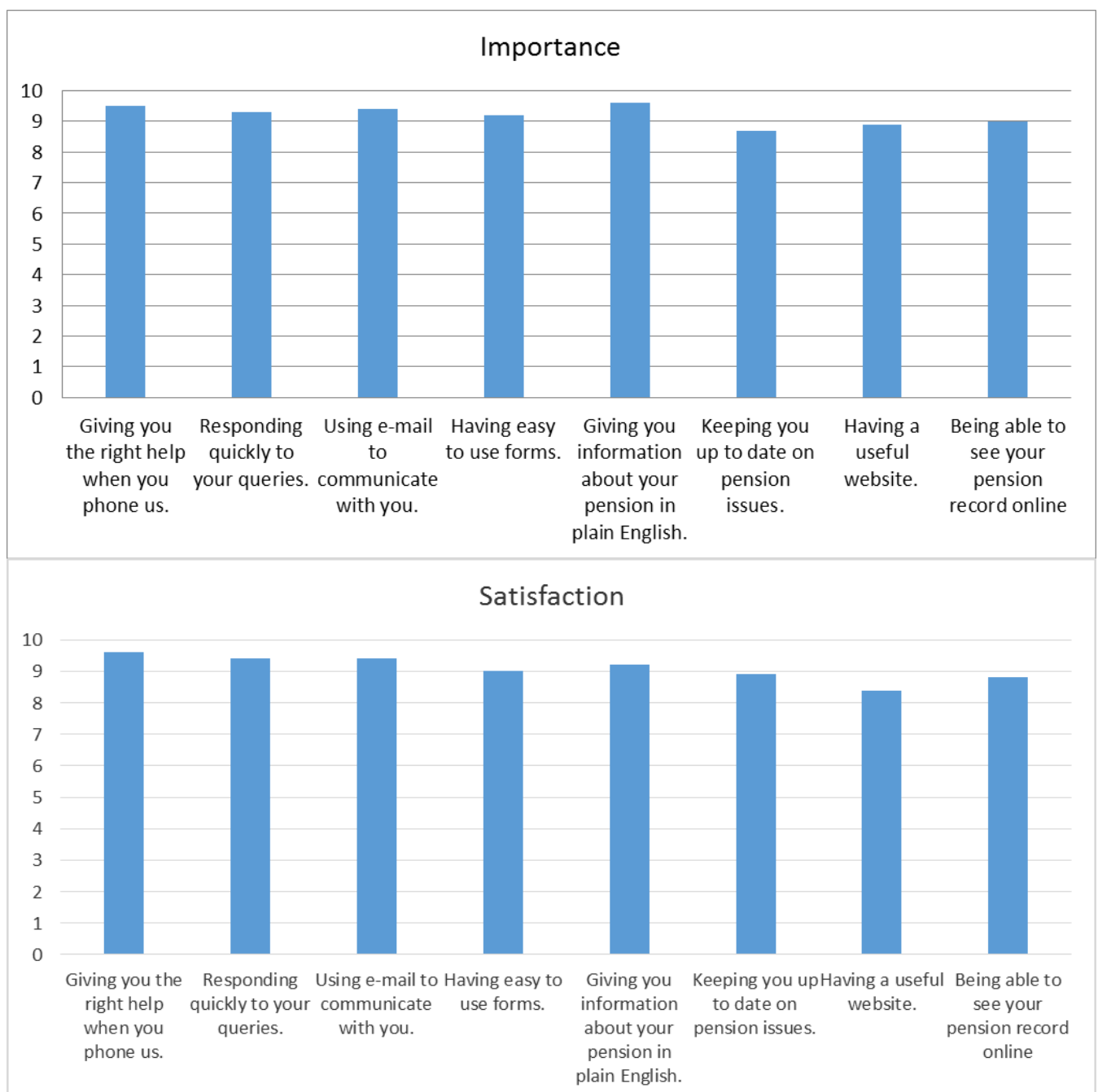
Over the quarter July to September we received **0** online customer response.

Over the quarter July to September **66** Hounslow member's sample survey letters were sent out and **24 (36.4%)** returned:

Overall Customer Satisfaction Score;

July to September 2019	October to December 2019	January to March 2020	April to June 2020	July to September 2020
81.6%	80.5%	93%	92.9%	90.6%

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



Sample of positive comments:

Member Number	Comments
18028252	The service I have received is excellent. I would like to say Sukhi Kaur Pension Officer has been prompt and efficient whenever I contacted her. Thank you for what a great service.
18013709	From the moment I received my pension pack everything was straight forward and dealt promptly. Excellent service, the people I spoke to on phone were very helpful
18021234	Gain trust for digital platform use. Sukhi Kaur deserves a medal.
18026751	when I phoned re pension I received pension very quickly and queries are chased up for me. Very helpful and efficient when phoned.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		