

Customer Survey Results - Fire Members

(1st July to 30th September 2020)

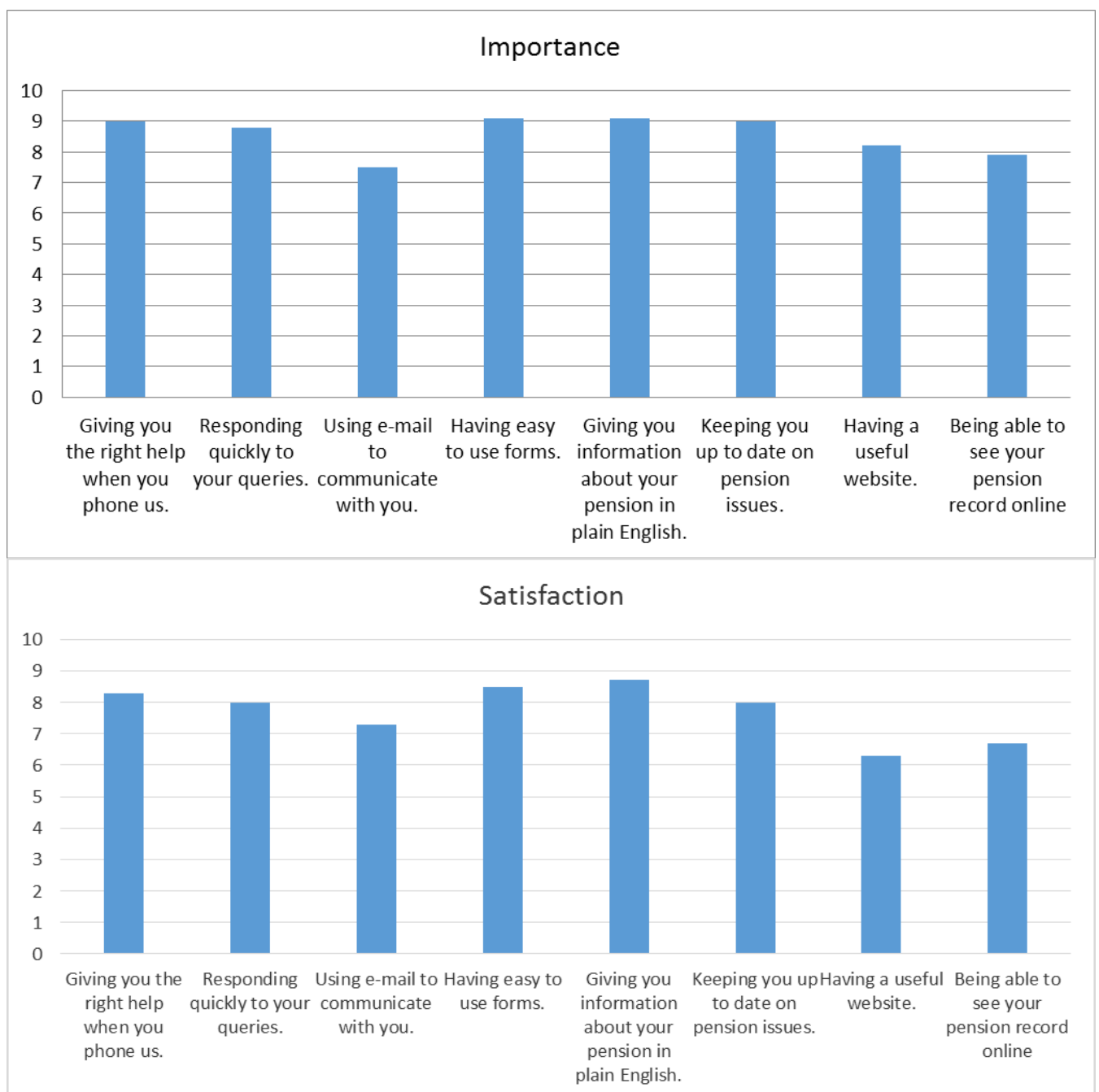
Over the quarter July to September we received **0** online customer response.

Over the quarter July to September **67** Fire member's sample survey letters were sent out and **20 (29.9%)** 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
87.9%	85.6%	87.2%	89.7%	77.5%

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



Sample of positive comments:

Member Name /Number	Comments
161118	I have no issue with contacting your service. I was unaware until now that I could access to website or follow my pension record online, this will be a useful tool to look into.
6000786	Straight forward and very patient. It was good to correspond with one person throughout my queries
90004402	Great. I am not good on internet. Whenever I rang, your response was exceptional
13006017	A well-run informative service. Couldn't be happier. Thank you very much for making my transition to retirement a really easy one.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
15000749	<p>As an ex NFRS employee, I did feel little distant and isolated.</p> <p>It took almost 2 months to receive my pension and lump sum whilst I appreciate that it was during the lock down period before WYPF and NCC seemed to blame each other without giving any logical explanation.</p>	A detailed explanation letter sent to the member and apologised.