

Customer Survey Results - Lincolnshire Members

(1st July to 30th September 2021)

DocQ AppxA

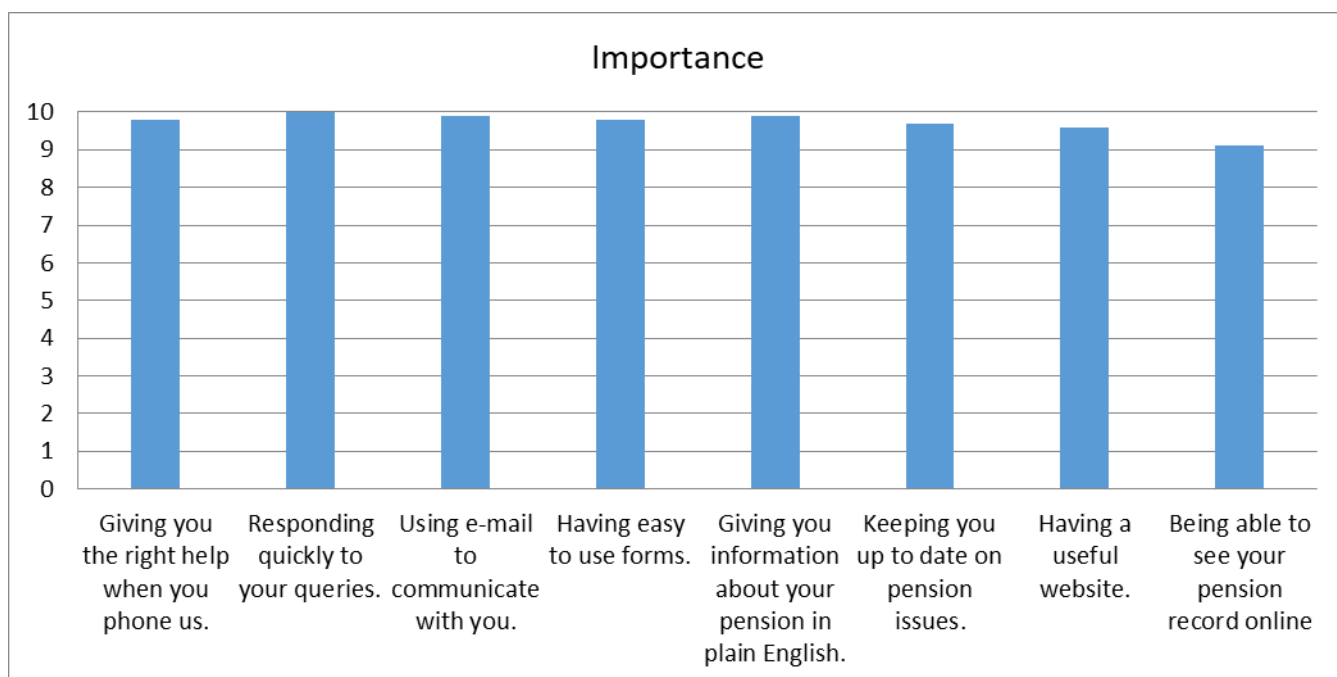
Over the quarter July to September we received **2** online customer responses.

Over the quarter July to September **132** Lincolnshire member's sample survey letters were sent out and **16 (12.2%)** returned:

Overall Customer Satisfaction Score;

July to September 2020	October to December 2020	January to March 2021	April to June 2021	July to September 2021
94.9%	82.1%	86.8%	81.7%	96.9%

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



Sample of positive comments:

Member Number	Comments
XXXXX	Very informative and helpful. My birth and marriage certificate lost in post, person who dealt with in Bradford was so helpful and understanding and would like to say big thank you, think his name was XX.
XXXXX	Did exactly what I asked you to do, on hold for a while but all sorted in one call.
XXXXX	Helpful and information. All the ladies who I spoke to on phone was helpful. I felt valued.
XXXXX	Very efficient, helpful & friendly team. : Very pleased with all the prompt email responses, friendly service, and helpful staff.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		