

Customer Survey Results – Barnet Members

(1st July to 30th September 2021)

DocQ AppxC

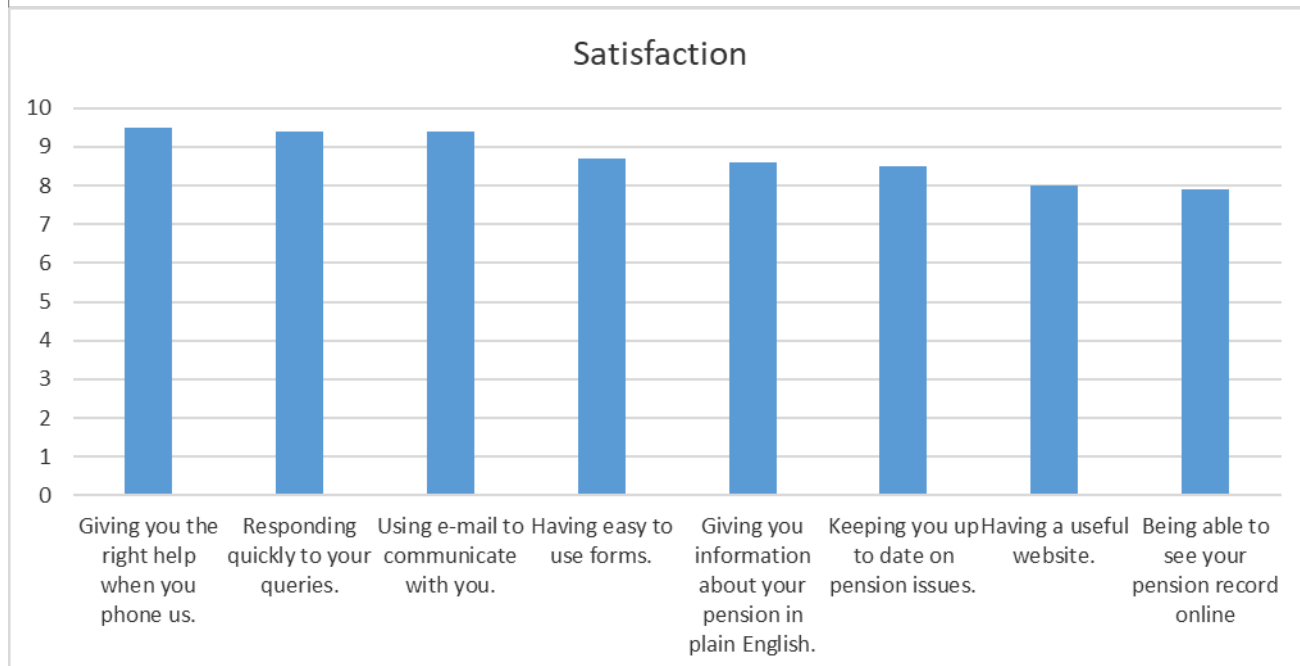
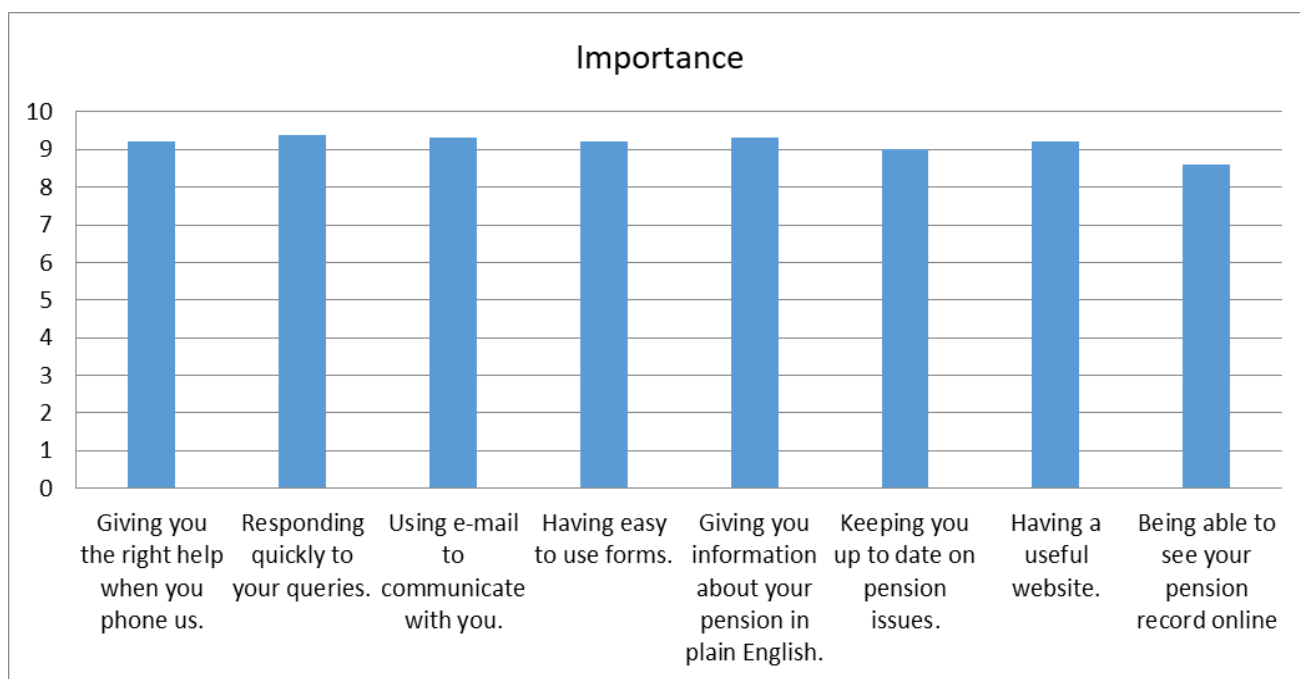
Over the quarter July to September we received **2** online customer responses.

Over the quarter July to September **91** Barnet member’s sample survey letters were sent out and **16 (17.6%)** returned:

Overall Customer Satisfaction Score:

January to March 2021	April to June 2021	July to September 2021
91.9%	87.2%	87.3%

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



Sample of positive comments:

Member Name /Number	Comments
XXXXX	Excellent, very professional service. XXXX was very helpful, answer my all questions well done.
XXXXX	Your team was very helpful and efficient. Thank you for your service, I was very happy when dealing with you all.
XXXXX	The service provider was very efficient and professional.
XXXXX	Very easy to use, issues resolved very quickly.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		