

Customer Survey Results - Fire Members

(1st July to 30th September 2021)

DocQ AppxD

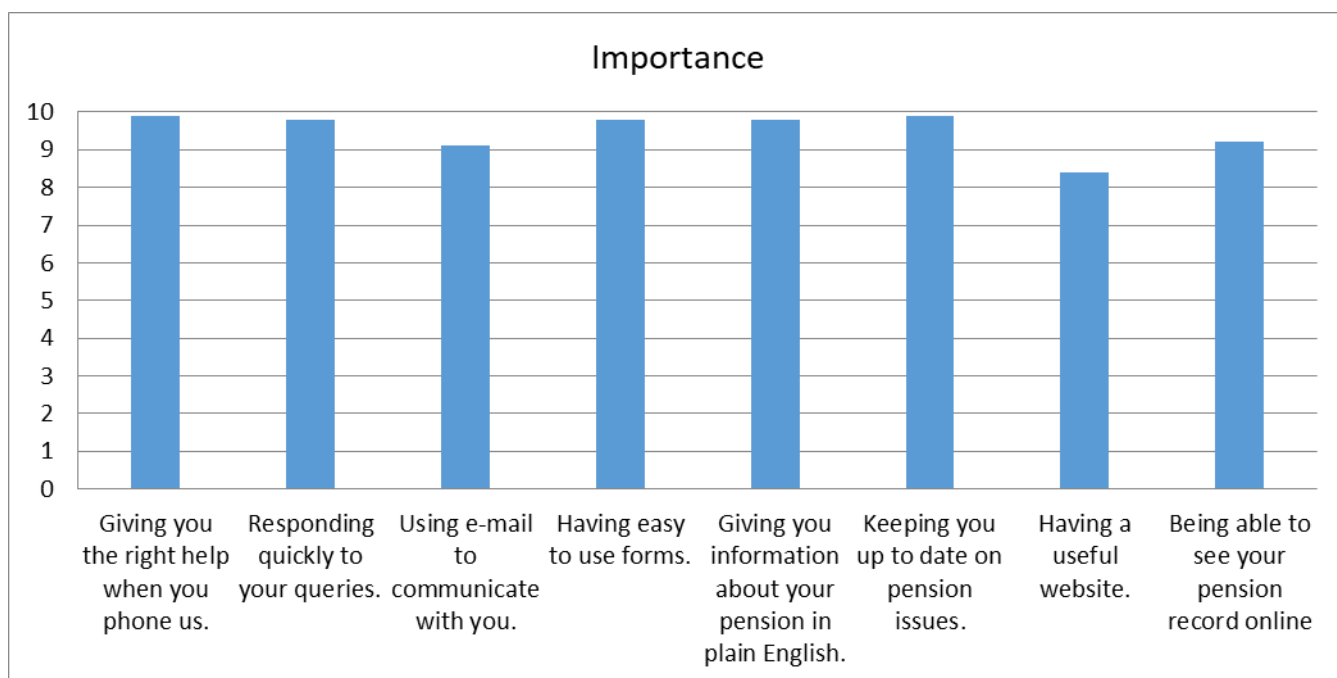
Over the quarter July to September we received 1 online customer responses.

Over the quarter July to September 121 Fire member’s sample survey letters were sent out and 15 (12.4%) 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
77.5%	91.2%	93%	91.8%	87.9%

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



Sample of positive comments:

Member Name /Number	Comments
XXXXX	WYPF have very good services, I am extremely happy. Initially my first enquiry was not replied to, however I found out that it was particularly busy period for you, once this was over you responded quickly and efficiently.
XXXXX	Excellent service, you responded every query very promptly and provided information. good service, I would have more use of service.
XXXXX	Good response from your staff whenever I have contacted you by phone.
XXXXX	Professional, friendly and easy to use. Excellent service, well done everyone

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		