

Customer Survey Results - Hounslow Members (1st July to 30th September 2022)

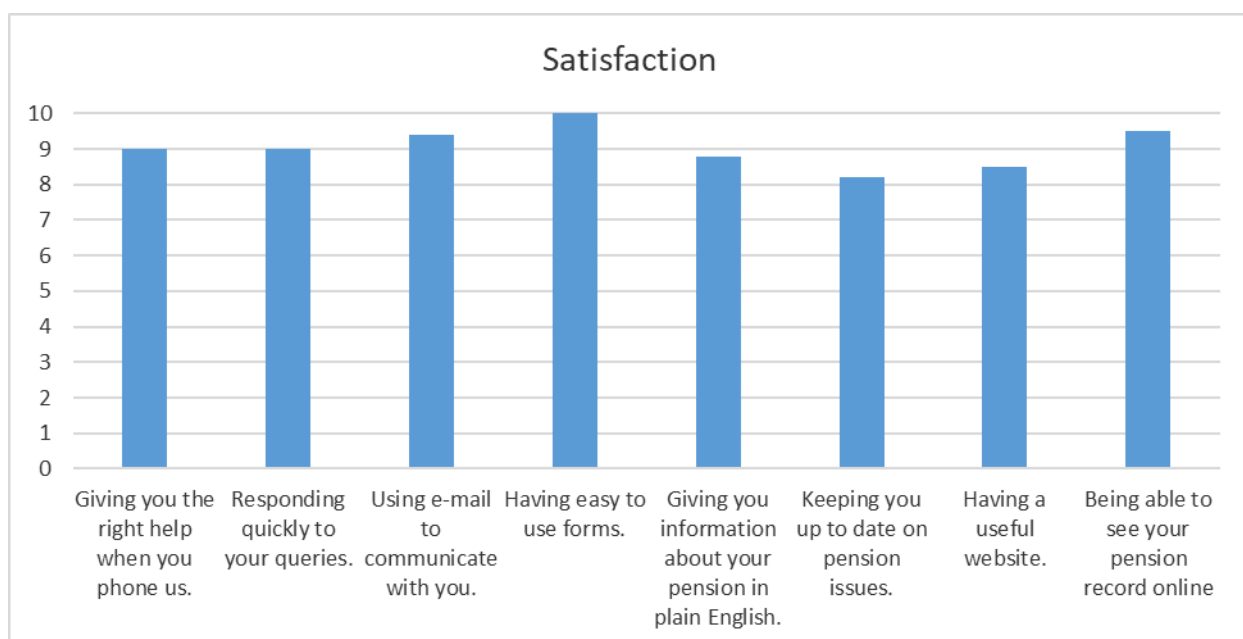
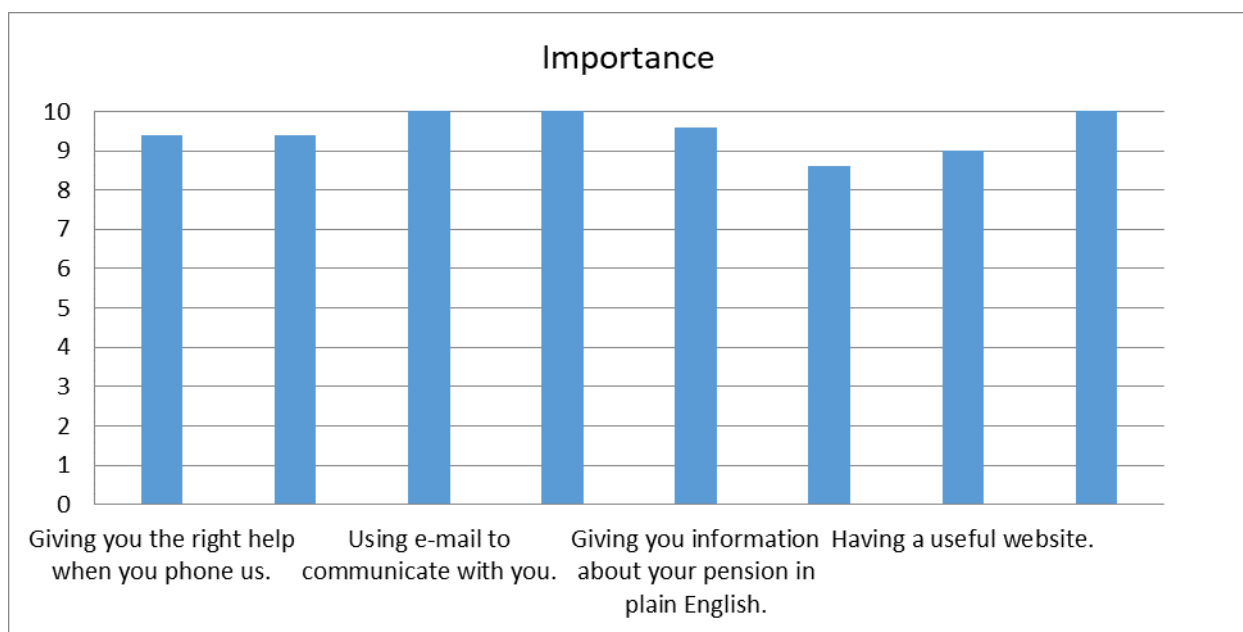
Over the quarter July to September we received **0** online customer responses.

Over the quarter July to September **55** Hounslow member's sample survey letters were sent out and **5 (9.1 %)** returned:

Overall Customer Satisfaction Score;

July to September 2021	October to December 2021	January to March 2022	April to June 2022	July to September 2022
96.4%	92.3%	94.5%	89.2%	90.8%

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



Sample of positive comments:

Member Number	Comments
	Your service is very good.
	Quick and easy. Getting the pension was quick and easy, not a lots of forms to fill in.
	Fast and efficient. All was good.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		