

Customer Survey Results – Barnet Members (1st July to 30th September 2022)

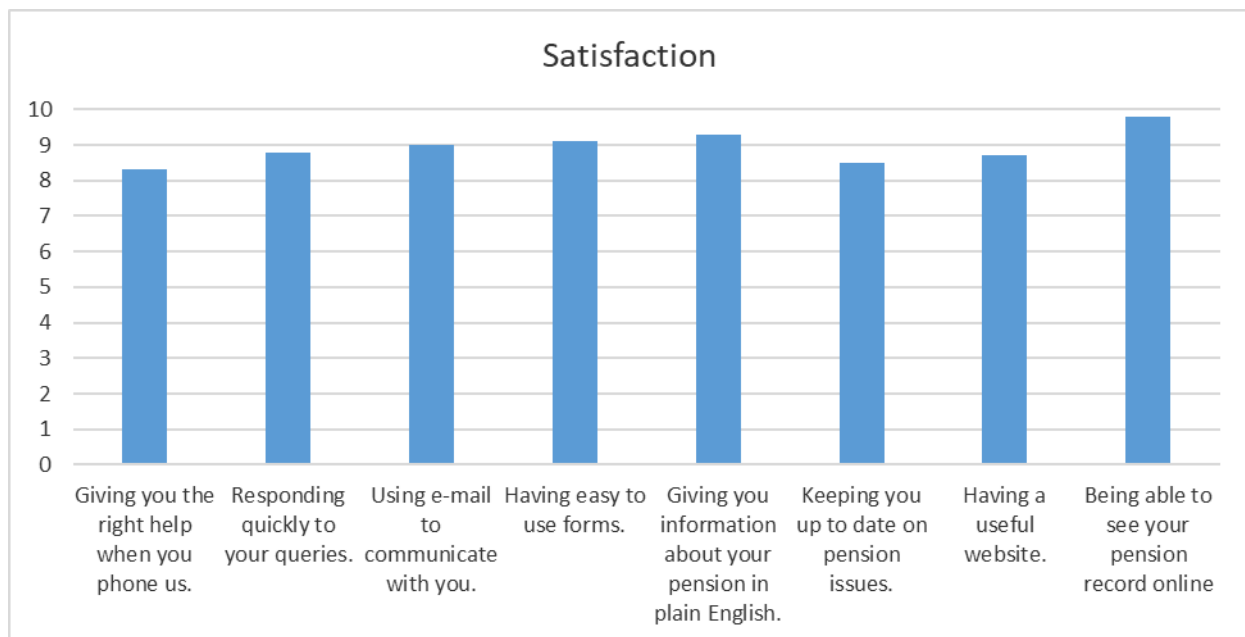
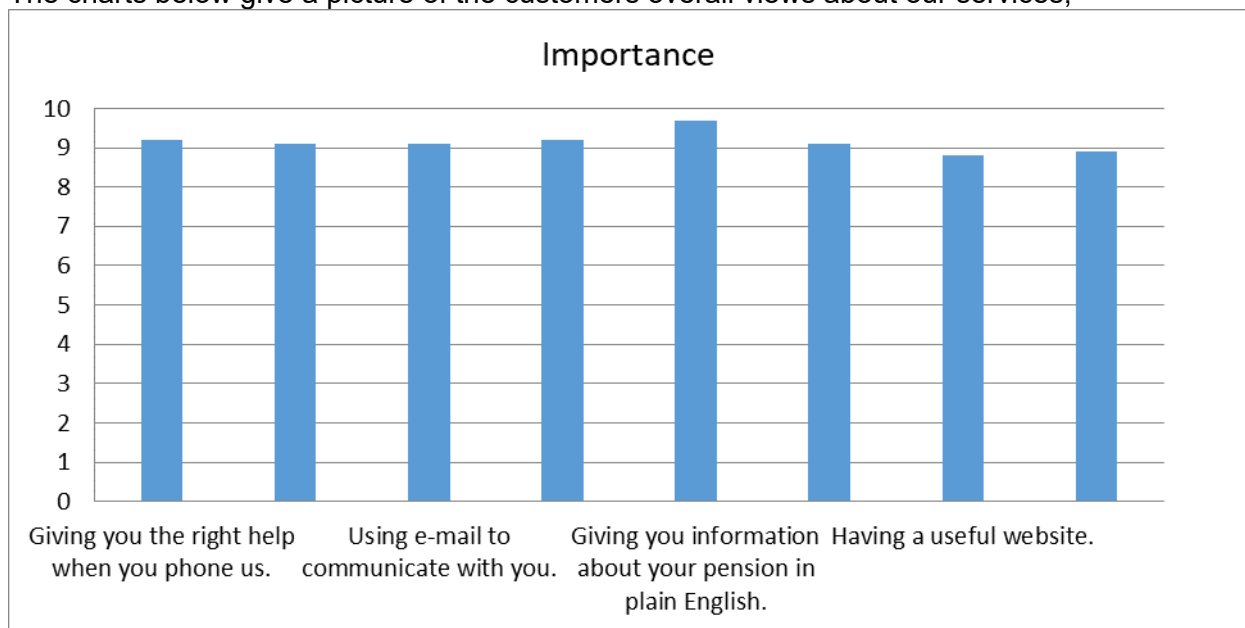
Over the quarter July to September we received **0** online customer response.

Over the quarter July to September **118** Barnet member's sample survey letters were sent out and **17 (14.5%)** 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
87.3%	84.5%	91.1%	85%	86.5%

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



Sample of positive comments:

Member Name /Number	Comments
	Good. Mine was a bit complicated but everyone I dealt with was clear, responsive & helpful.
	The staff I spoke to were professional, helpful, and knowledgeable. Very happy with the service received.
	Excellent and informative staff. The service was excellent and everything was clear.
	I can't comment because I have not had my statement yet for August to see if my pension is in my account. When I rang you first time about my pension and retirement I spoke to xxxx who was able to answer all questions I have. I will do another survey in the future when I have had more time to experience your service.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		