

Customer Survey Results - Lincolnshire Members

(1st January to 31st March 2023)

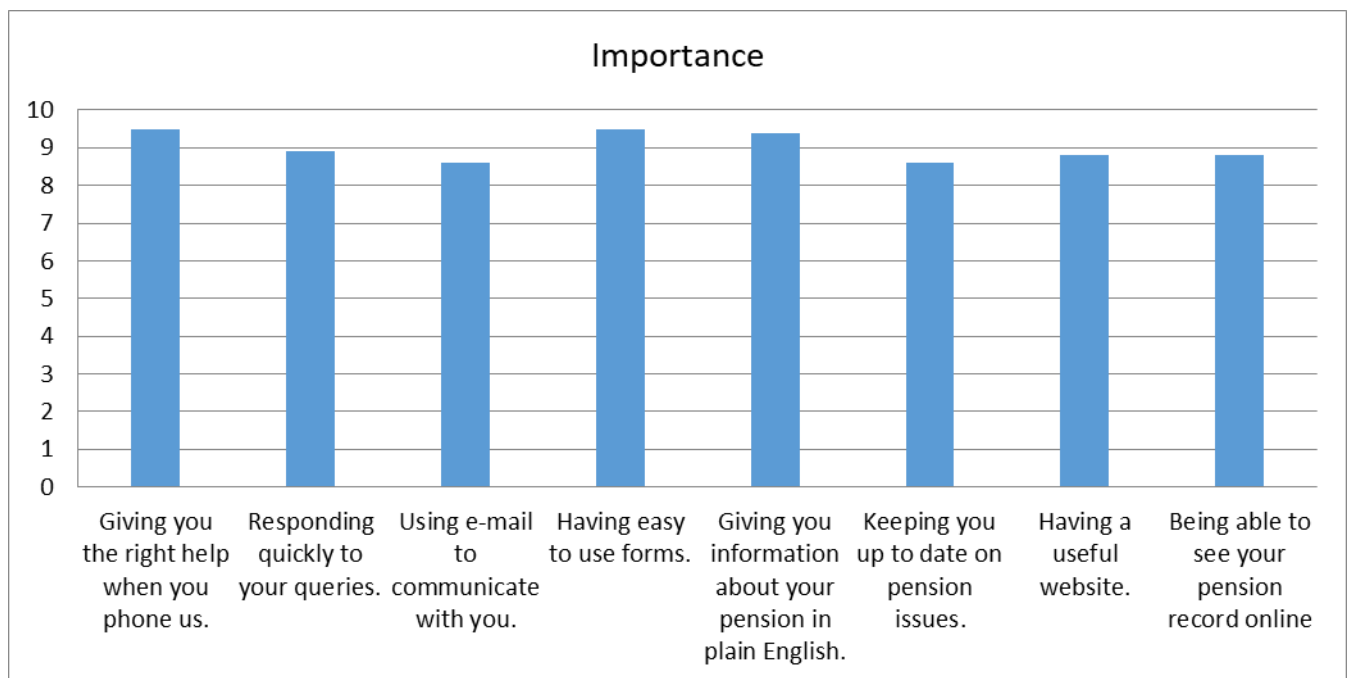
Over the quarter January to March we received **1** online customer response.

Over the quarter January to March **182** Lincolnshire member's sample survey letters were sent out and **26 (14.3%)** returned:

Overall Customer Satisfaction Score;

January to March 2022	April to June 2022	July to September 2022	October to December 2022	January to March 2023
95.3%	80.2%	90.4%	81.3%	89.9%

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



Sample of positive comments:

Member Number	Comments
8148775	Pretty good. Communications received in plain English which is really helpful.
8037354	On the occasion when I contacted you, I received very friendly, helpful and knowledgeable staff who have answered my queries perfectly.
8149483	Very helpful, explained things very clearly. Issues dealt very promptly and explained clearly.
8045063	Extremely helpful. Couldn't fault service, especially when new pension provider lost all applications and paperwork and yourself provided me everything very quickly.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		