

Customer Survey Results – Barnet Members

(1st January to 31st March 2023)

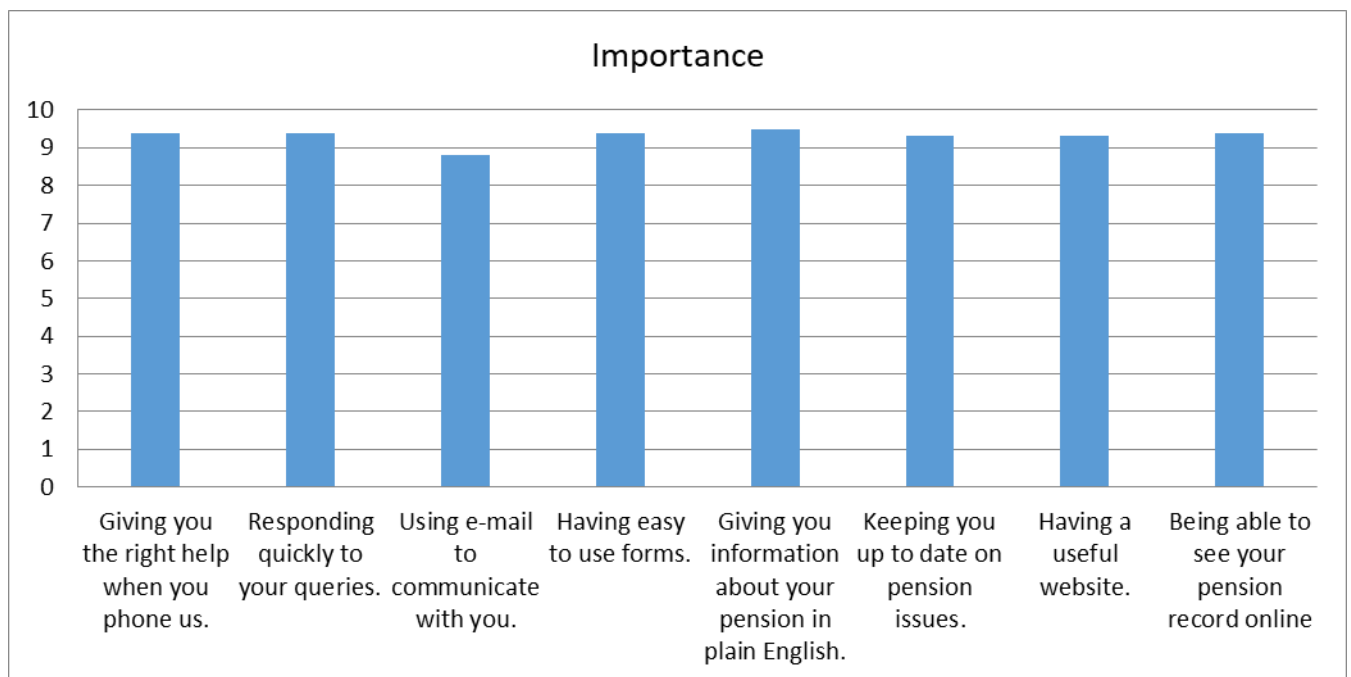
Over the quarter January to March we received **1** online customer response.

Over the quarter January to March **144** Barnet member’s sample survey letters were sent out and **24 (16.7%)** 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
91.1%	85%	86.5%	91.7%	88.4%

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



Sample of positive comments:

Member Name /Number	Comments
22038685	Very satisfied with each person I spoke to always very helpful. Just want to say thank you for making start to my retirement a very happy one.
22011979	Best service and response in simple way. marvellous service.
22040311	Clear to understand what is required, quick response.
22010625	It seems, well run, and relatively easy to navigate however keeping it paper based is so important at this stage.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		