

## Customer Survey Results – Barnet Members (1<sup>st</sup> April to 30<sup>th</sup> June 2023)

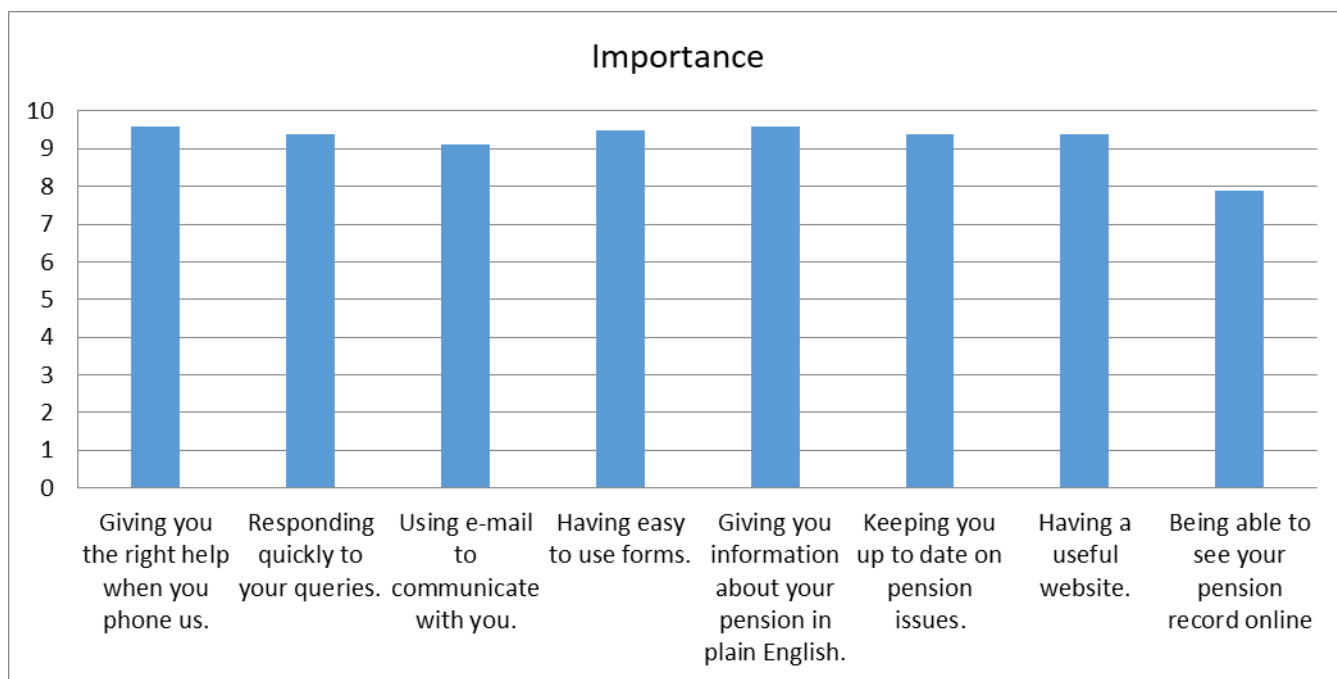
Over the quarter April to June we received **2** online customer responses.

Over the quarter April to June **112** Barnet member’s sample survey letters were sent out and **20 (17.9%)** returned:

Overall Customer Satisfaction Score:

April to June 2022	July to September 2022	October to December 2022	January to March 2023	April to June 2023
85%	86.5%	91.7%	88.4%	86.2%

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



**Sample of positive comments:**

<b>Member Name /Number</b>	<b>Comments</b>
22103588	The scheme provided professional information for informed decision. Very efficient and effective.
22033454	Staff is always helpful, no complaint. I think communication between wyf and capita to be improved and issues should be choosed in timely manner.
22013350	Very helpful phone line, very easy to use website.
22037032	so far excellent. The service I have received is excellent, Everyone I have spoken is helpful, informative and patient.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Summary of Acknowledgement Letter Sent to Member</b>
22013616(online)	Poor, long waits for an estimate that did not address what I had asked. No confidence now and has delayed my ability to make a decision about retirement. Had to escalate to LBB Pensions Manager to get a response. Unresponsive, unable to get reply by phone. Very poor.	The member requested an estimate but there were a few delays due to the AA calculation and pay required from employer. Looking at the documents on the record we did keep the member updated with what was happening.