

## Customer Survey Results - Lincolnshire Members (1<sup>st</sup> July to 30<sup>th</sup> September 2023)

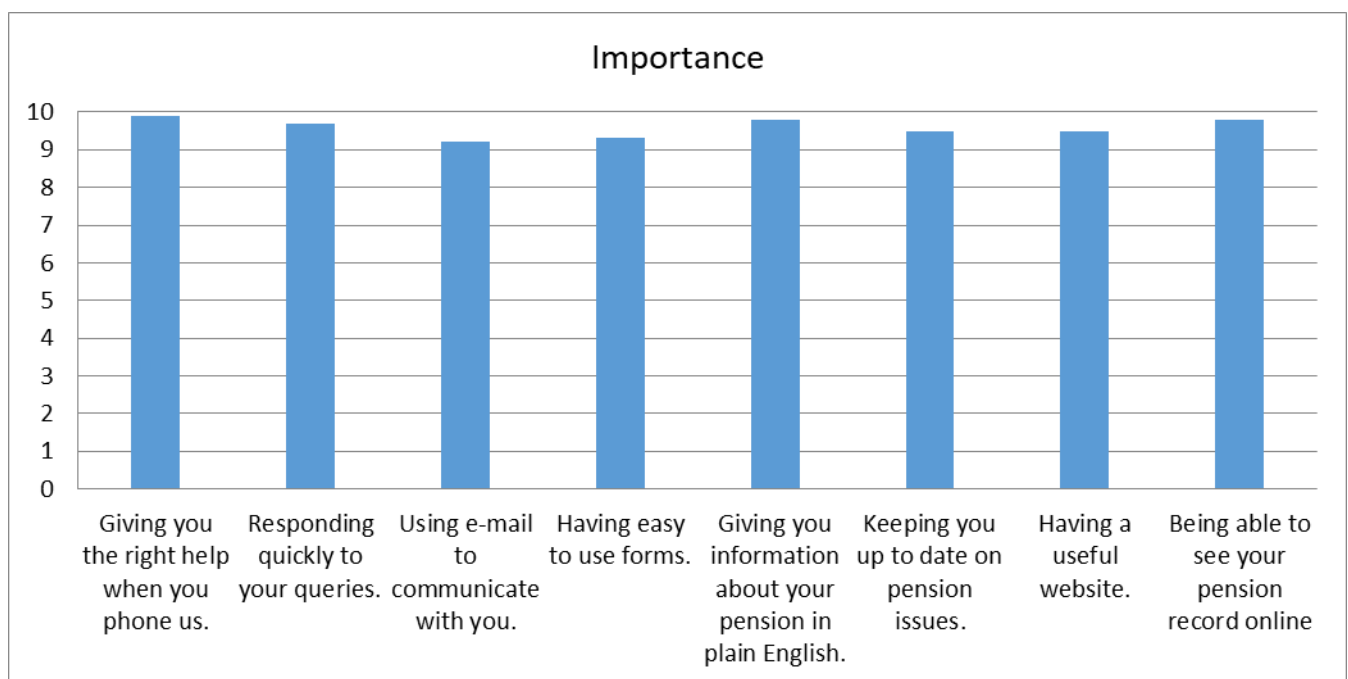
Over the quarter July to September we received **1** online customer response.

Over the quarter July to September we sent **41** sample survey letters and **394** email surveys and **12 (2.8%)** returned.

Overall Customer Satisfaction Score;

July to September 2022	October to December 2022	January to March 2023	April to June 2023	July to September 2023
90.4%	81.3%	89.9%	88.9%	91.8%

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



**Sample of positive comments:**

<b>Member Number</b>	<b>Comments</b>
	Excellent and worry free. I rang on several occasions with different queries and always received helpful courteous advice.
	Very helpful when my organisation had let you know about my retirement.
	Staff always helpful and able to contact on phone.
	Great, fast service.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Summary of Acknowledgement Letter Sent to Member</b>
	You mishandled the issue and cost me the money. You failed to inform me that I had to transfer out at least a year before retirement age. You waited until it was too late before informing me. That meant I only got my own contributions back, you kept the employer contributions and tax relief you received from HMRC, no prompt communication from wyf after the complaint had been made will put that right.	Member unhappy that she missed deadline to transfer out before NPA as options not provided to her in time. Employer delayed providing LV1 by 5 months, Linking delayed by over a year. Apologised for delays  Also unhappy that wasn't given employer contributions in refund and tax relief was deducted as not a tax payer - explained that we are obligated to do so in LGPS regulations.
	Currently not impressed. Lengthy Delays In Response To E Mails, Not Being Informed About My Retirement Package, Still Not Received.	There was a delay in sending the member her retirement pack because we were waiting for the employer to provide us pay information and there were delays in responding to her emails.