

Customer Survey Results - Hounslow Members (1st July to 30th September 2023)

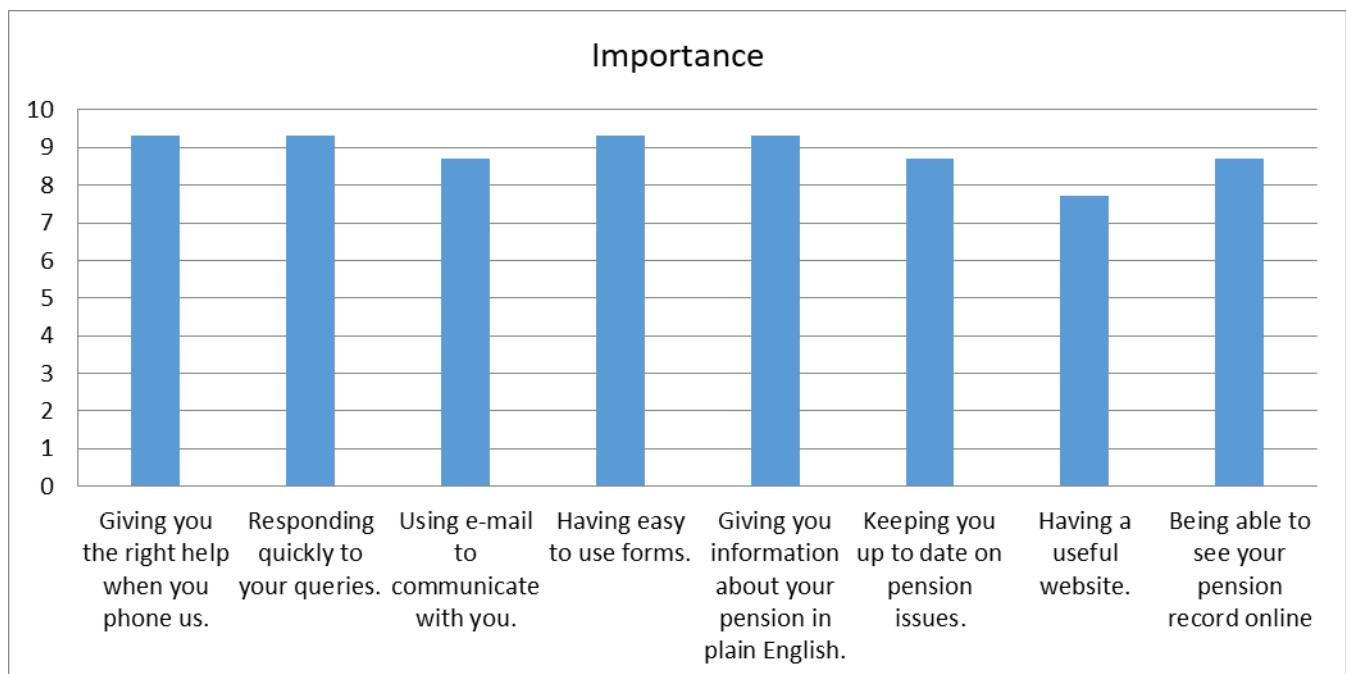
Over the quarter July to September we received **1** online customer response.

Over the quarter July to September we sent **22** sample survey letters and **60** email surveys and **11 (13.5%)** 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
90.8%	90.9%	91.8%	97.5%	82.8%

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



Sample of positive comments:

Member Number	Comments
	You were responsive and helpful. You were good, my employer Hounslow were terrible, I had to keep chasing them.
	Forms were easy, everything done without hassle. the service was good.
	Customer focused, a real person to communicate with. Prompt and personal service.
	Very informative staff every time I called. I managed to get more help and information from the pension people then I did from my HR team. Thank you

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		