

Customer Survey Results – Barnet Members (1st July to 30th September 2023)

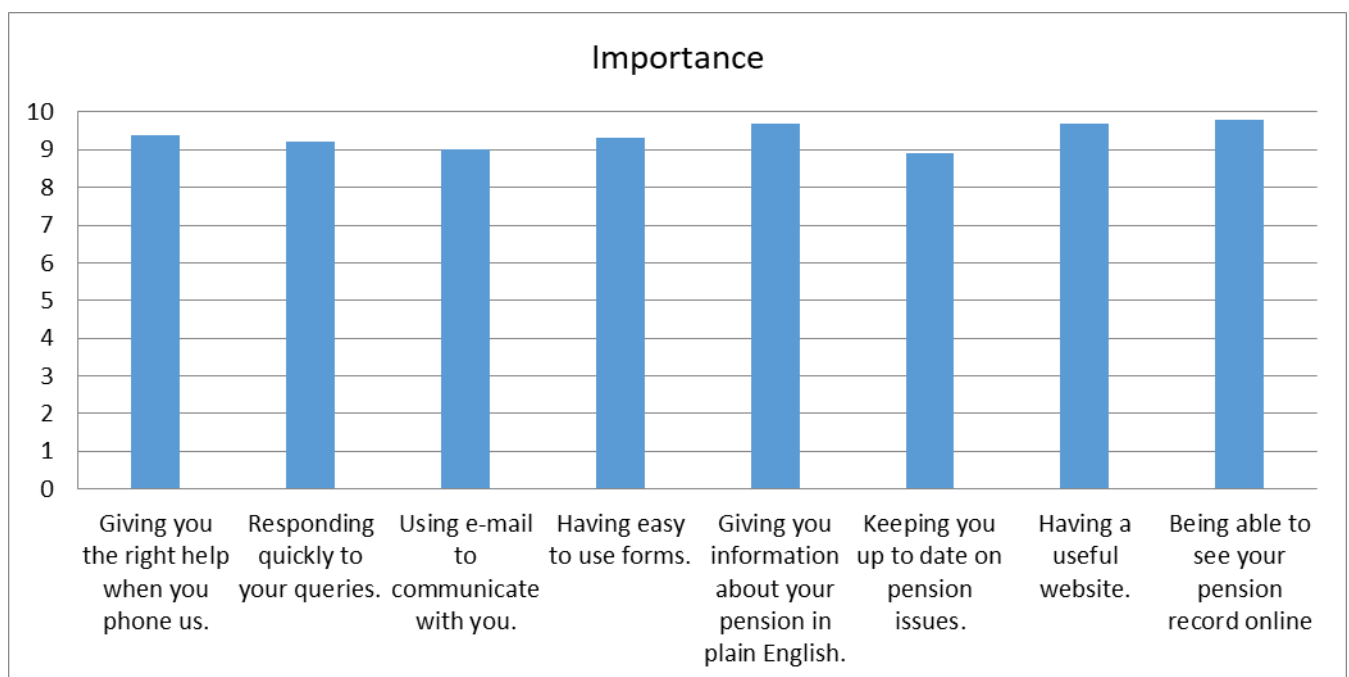
Over the quarter July to September we received **1** online customer responses.

Over the quarter July to September we sent **63** sample survey letters and **78** email surveys and **19 (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
86.5%	91.7%	88.4%	86.2%	92.8%

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



Sample of positive comments:

Member Name /Number	Comments
	Satisfied with my past communication, very pleased with the service given.
	So far so good. Like being able to speak knowledgeable customer service people on the phone get instant answer rather than typing a question and waiting etc
	Great service, all need met. XX was very helpful and answered all my queries, a great asset to your team.
	Excellent service to date, easy to get through by phone and very helpful, knowledgeable staff.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		