

## Evidence customer service targets

We pride ourselves on our customer service and are pleased to publish our targets and achieved satisfaction levels:

<b>Customer service element</b>	<b>Customer satisfaction target April 2014</b>	<b>Satisfaction levels based on feedback received 1 April - 1 May 2013</b>
Availability of information on our services	88%	96%
Ease of access to our services	88%	96%
We provide a timely service from first contact to starting a task	88%	96%
We provide a timely service from starting a task to delivery	88%	92%
We communicate clearly	88%	96%
We apply the appropriate level of communication	88%	96%
We are polite and professional	88%	96%
We delivered what we said we would	88%	100%
We treat our customers fairly	88%	96%