

PCC publishes results of customer feedback surveys

The PCC has today published the results of its latest customer feedback surveys, which show a high level of satisfaction among people who have used the PCC's services. The results – which are independently audited – are for the period June - September 2008.

They show that:

- 80% of complainants thought that their complaint was dealt with thoroughly or very thoroughly (a slight increase on the previous 6 months);
- 80% of complainants felt that their complaint was dealt with either very satisfactorily or satisfactorily (an increase of 6% on the previous 6 months);
- 85% of people thought that the time it took to deal with their complaint was 'about right' (an increase of 4% on the previous 6 months);
- 69% of people gave the PCC's staff a rating of either 8, 9, or 10 out of 10 for helpfulness. 39% of the total figure gave staff 10 out of 10.

A number of the comments received by complainants were particularly encouraging, with one commenting: "Without your excellent help, I would have made no progress" and another "[The] result was quickly obtained for which we were grateful".

The PCC is very grateful to all complainants who took the time to complete the forms.

The results for the previous 6 months can be found here

ENDS

6 October 2008