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ARGYLL AND BUTE COUNCIL

D&I DMT

CUSTOMER SERVICES

October 2024

Customer Satisfaction Survey – Customer Service Points for FQ1 & FQ2 2024/2025

1. INTRODUCTION

- 1.1 This paper details the customer satisfaction survey results relating to how customers felt their enquiries were dealt with when they contacted the Customer Service Points (CSP). The requirements for being asked to complete the customers service survey were that the customer
- Must have visited a CSP within the last 6 months
 - Must have opted in to take part in the survey
 - Must have an e-mail address as the survey was emailed out.
- 1.2 The customers could also leave a comment on how their enquiry was handled or recommend any improvement with regards customer service. The survey was carried out by customers who had contacted or visited a CSP between April 2024 and September 2024. They were asked various questions relating to how their service requests were dealt with and the facilities provided. The survey was completed by 42 respondents.
- 1.3 The survey broadly had two elements relating to effectiveness of the staff and quality of the facilities. The satisfaction with staff element scored 95.48% and the facilities element scored 97.80% Most negative comments related to the opening hours Most

3.2 The table below summarises the result of the survey. When customers chose to take part in the survey they were asked 12 questions regarding the service they had received and the facilities provided. They were also asked to leave additional comments if they wished. 18 customers decided to leave comments regarding the service they received.

3.3 ENQUIRY SURVEY OUTCOMES

Question	Score Strongly Agree	Score Agree	Score Disagree	Score Strongly Disagree
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3.4 CUSTOMER SERVICE ENQUIRY SURVEY ANALYSIS

3.4.1 The agent related satisfaction scores were very strong with the overall satisfaction figures for strongly agree and agree combined being:

1. I received all the information that I required and it was easy to understand 100%
2. I was satisfied with how my enquiry was handled and felt that I was treated fairly. 97.30%
3. On arrival to the customer service point a member of staff was available to deal with my enquiry

3.4.2

3.4.3

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