

Totals and Percentage from 2006 Customer Satisfaction Survey

RATING OF STAFF	Excellent	Good	satisfactory	Poor	Total
Efficient/Effective	75	41	9	5	130
Courteous/friendly	92	32	7	3	134
Helpful/attentive	86	36	8	3	133
Articulate/informative	82	37	12	2	133
Knowledgeable	72	38	16	7	133
Professional	83	38	10	3	134

Excellent	Good	satisfactory	Poor	Total
57.69	31.54	6.92	3.85	100
68.66	23.88	5.22	2.24	100
64.66	27.07	6.02	2.26	100
61.65	27.82	9.02	1.50	100
54.14	28.57	12.03	5.26	100
61.94	28.36	7.46	2.24	100

Ever been unable to speak to case officer	Yes	No	Total
	11	97	108

Yes	No	Total
10.19	89.81	100

GUIDANCE NOTES	Excellent	Good	satisfactory	Poor	Total
Readability	34	49	25	5	113
clarity	28	46	32	5	111
presentation	31	52	22	4	109

Excellent	Good	satisfactory	Poor	Total
30.09	43.36	22.12	4.42	100
25.23	41.44	28.83	4.50	100
28.44	47.71	20.18	3.67	100

Complaints	Yes	No	Total
	33	99	132

Yes	No	Total
25	75	100

Complaint reason	Bird Reg	Art 10	Imp/Exp	Total
	6	16	13	35

Bird Reg	Art 10	Imp/Exp	Total
17.14	45.71	37.14	100

Complaint	General	Availability	Procedure	Time	Accuracy	Attitude	Knowledge	Refusal	Total
	2	4	12	14	7	6	10	1	56

General	Availability	Procedure	Time	Accuracy	Attitude	Knowledge	Refusal	Total
3.57	7.14	21.43	25.00	12.50	10.71	17.86	1.79	100

Complaints procedure explained	Yes	No	Total
	13	49	62

Yes	No	Total
20.97	79.03	100

Yes	No
20.97	79.03