

Customer Service Standards 2015/16 Annual Summary

Appendix 1

Period	Telephone Standards						E-mail Standards			Face to Face Standards		Written Complaints	
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	No. of Incoming Calls - Revenues	% of Calls Answered within 20 Seconds - Revenues	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Customers (Sample)	% Served at the Enquiry Desk in less than 20 minutes	No. of Complaints Received ()	% Responded to within 15 Working Days
Target		93%		80%		60%		100%	100%		99%		95%
April to June	12,038	94%	14,475	46%	14,402	70%	2,281	100%	100%	No monitoring undertaken	No monitoring undertaken	31	94%
Quarter 1 Cumulative	12,038	94%	14,475	46%	14,402	70%	2,281	100%	100%			31	94%
July to September	18,839	93%	14,811	44%	12,376	73%	2,079	100%	100%	1,260	100%	30	100%
Quarter 2 Cumulative	30,877	94%	29,286	45%	26,778	72%	4,360	100%	100%	1,260	100%	61	97%
October to December	18,599	93%	16,156	69%	11,198	77%	1,852	100%	100%	No monitoring undertaken	No monitoring undertaken	30	100%
Quarter 3 Cumulative	49,476	93%	45,442	53%	37,976	71%	6,212	100%	100%			91	98%
January to March	16,788	94%	20,946	65%	13,533	74%	2,657	100%	99%	1,293	99%	36	100%
Quarter 4 Cumulative	66,264	94%	66,388	56%	51,509	74%	8,869	100%	100%	2,553	100%	127	99%