

Customer Care Standards

Standard	Customer Ratings					
	Satisfied		Not Satisfied		Don't Know	
	2006	2008	2006	2008	2006	2008
STANDARD 1 Acknowledge letter and e-mails with 3 working days	78%	77%			22%	23%
STANDARD 2 Respond to letters and e-mails within 10 working days	67%*	77%	11%*		22%	23%
STANDARD 3 Reply to phone messages within 2 working days	89%	94%		6%	11%	
STANDARD 4 When customers called with an appointment they were seen within 5 minutes	100%	100%				
STANDARD 5 When customers called without an appointment they were seen within 10 minutes	100%	100%				

*2006 response time = 15 working days