

LEDCOM Annual Customer Satisfaction Survey Results Pilot

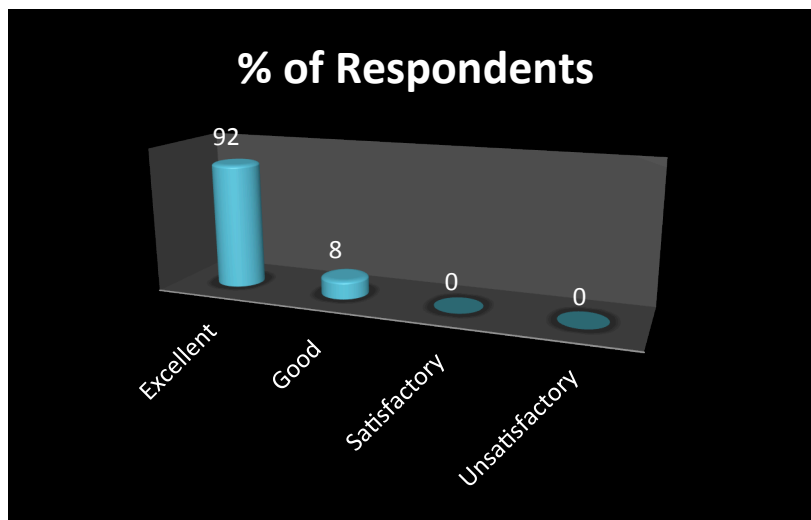
In June 2015 LEDCOM undertook a pilot survey of customers regarding the customer service provided by LEDCOM staff. The results of the survey are as follows:

Number of surveys issued to date	61
Total number of respondents	25

Q1. How would you rate the quality of customer service provided by LEDCOM?

Out of the 25 respondents that answered this question the results were as follows:

Excellent	23
Good	2
Satisfactory	0
Unsatisfactory	0



Q2. Would you speak positively of LEDCOM and recommend our services?

Of the 22 respondents that answered this question the results were as follows:

Yes, I would speak positively about LEDCOM and recommend services	22
I would be neutral about it	0
No, I would be negative of LEDCOM and services offered	0

100% of respondents agreed that they would speak positively about LEDCOM and recommend services offered

Q.3 Would you agree that staff provided good customer service (i.e polite, friendly and helpful) at all stages throughout your customer journey?

Of the 25 respondents that answered this question the results were as follows:

Yes	25
No	0

100% of respondents agreed that LEDCOM staff provided good customer service at all stages throughout the customer journey

Q4. Would you agree that staff were professional (i.e delivered the service and information you expected in the way you expected it to be delivered) at all stages throughout your customer journey?

Of the 25 respondents that answered this question the results were as follows:

Yes	25
No	0

100% of respondents agreed that staff were professional at all stages throughout the customer journey

Q5. Would you agree that you were treated fairly by LEDCOM staff (i.e with respect) at all stages throughout your customer journey?

Of the 25 respondents that answered this question the results were as follows:

Yes	25
No	0

100% of respondents agreed that they were treated fairly by LEDCOM staff at all stages throughout the customer journey

Q6. Was your customer enquiry dealt with in a reasonable timeframe for the nature of your enquiry?

Of the 22 respondents that answered this question the results were as follows:

Yes	22
No	0

100% of respondents agreed that their customer enquiry was dealt with within a reasonable timeframe for the nature the enquiry

Q7. If you were allocated an appointment were you seen within 5 minutes of your appointment time or if there was a delay were you given an explanation?

Of the 16 respondents that answered this question the results were as follows:

Yes	16
No	0

100% of respondents agreed that they were seen within 5 minutes of the arranged appointment time or if there was any delay that they were provided with an explanation

Q8. Do you feel the different methods LEDCOM use for providing information (e.g website, literature, facebook, telephone calls, letters, face to face) are useful and meet your requirements?

Of the 22 respondents that answered this question the results were as follows:

Yes	22
No	0

100% of respondents agreed that the different methods used by LEDCOM for providing information is useful and meet customer requirements

Q9. Would you agree that the information you were provided was clearly explained and understandable to you throughout your customer journey?

Of the 22 respondents that answered this question the results were as follows:

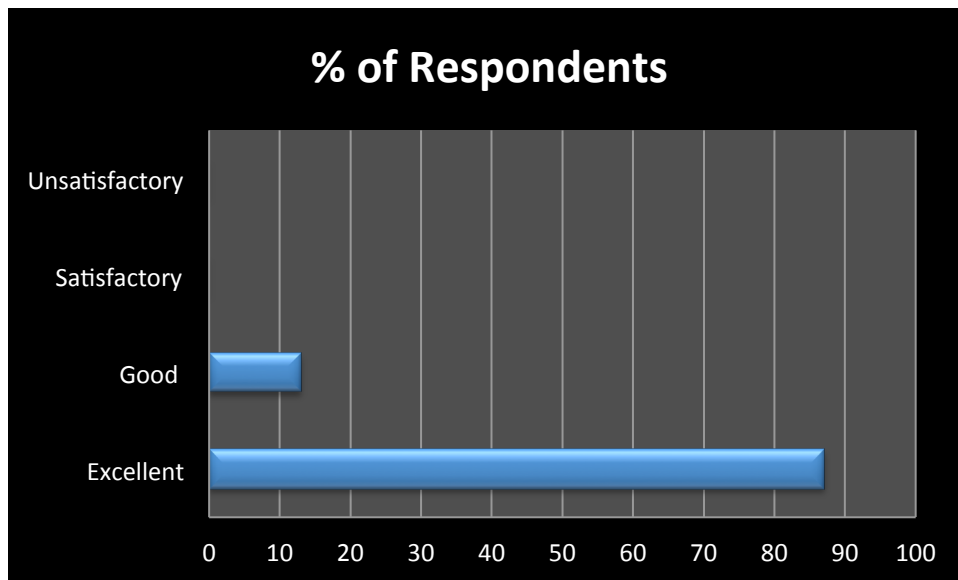
Yes	22
No	0

100% of respondents agreed that the information they were provided with was clearly explained and understandable to them throughout the customer journey

Q10. How do you rate the information LEDCOM delivered that you needed as part of our service?

Of the 22 respondents that answered this question the results were as follows:

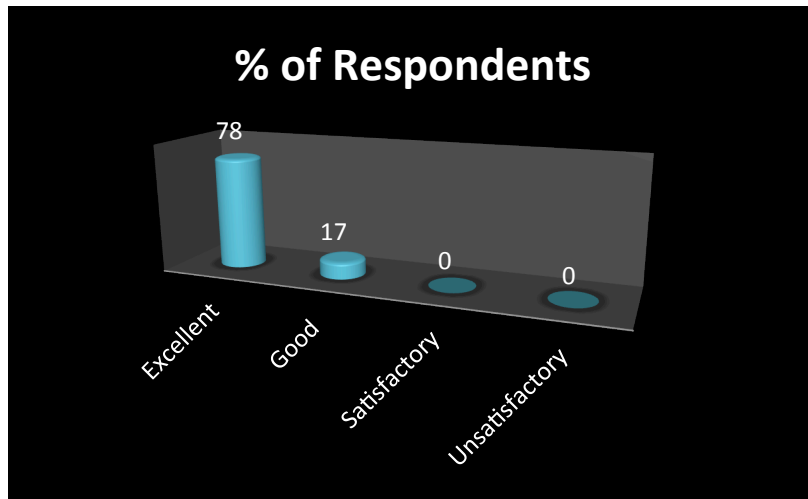
Excellent	19
Good	3
Satisfactory	0
Unsatisfactory	0



Q11. How would you rate the availability and accessibility of information and services provided by LEDCOM?

Of the 22 respondents that answered this question the results were as follows:

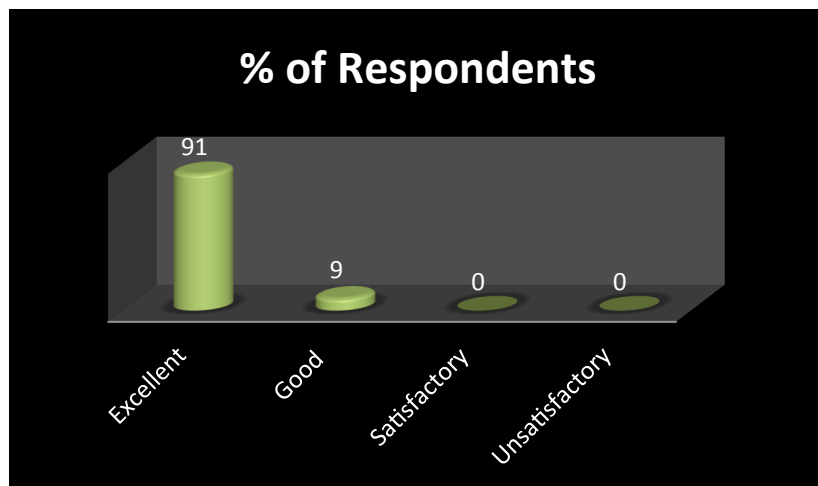
Excellent	17
Good	4
Satisfactory	1
Unsatisfactory	0



Q12. How would you rate the quality of response (i.e politeness, clarity and patience) to emails, telephone calls, letters, other written communications and personal callers?

Of the 22 respondents that answered this question the results were as follows:

Excellent	20
Good	2
Satisfactory	0
Unsatisfactory	0



Q13. In your opinion LEDCOM met your customer expectations overall?

Of the 22 respondents that answered this question the results were as follows:

Expectations Exceeded	20
Expectations Achieved	2
Expectations not-achieved	0

