



Business Rates Survey Results 2010

- 1 customer Visited the CSC in the last 6 months
- They waited between 10 - 15 minutes at the CSC

Our Customer Service Pledge is to keep waiting times at our customer service centre to under 10 minutes

- Out of 2 responses, 50% of customer's calls were answered within 10 seconds at the CCC

Our Customer Service Pledge is to answer the phone within 10 seconds

- Out of 3 responses, 100% of customers said they received the information they required when they telephoned
- Out of 2 responses, 50% of customers rated the standard of service they received as satisfactory or above

Our Customer Service Pledge is to reply to any enquiries within 10 days

- Out of 3 responses, 100% of customers said they received the information they required when they made their enquiry by email/letter
- Out of 4 responses, 100% of customers rated the standard of service they received as satisfactory or above
- No customers have made a complaint in the last 6 months.
- Out of 18 responses, 56% of customers are aware that our office are able to provide special payment arrangements

Did you know?

As a result of previous suggestions made by our customers on our survey....

- You can pay your business rates online using any bank/building society credit or debit card or by telephoning 0141 842 4400.
- An automated service is available to make payments 24 hours a day by calling 0845 602 0355.
- You can pay your business rates by calling 0141 842 4400 (Monday to Friday 8am to 6pm).