



Sundry Income Survey Results 2010

- Out of 10 responses, 60% waited 10 minutes or less at the CSC

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

- Out of 8 responses, 63% 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 10 responses, 90% of customers said they received the information they required when they telephoned
- Out of 13 responses, 92% 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

- 2 customers have made a complaint in the last 6 months with both customers saying their complaint was resolved to their satisfaction
- Out of 21 responses, 81% of customers are aware that our documents can be provided in other formats e.g. other languages, large print and Braille

Did you know?

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

- You can pay at any outlet in Renfrewshire displaying the PayPoint sign
- We have expanded payment choices to include Payzone outlets
- You can pay 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