

HSS Keyholder Customer Satisfaction Survey 2011

103 Questionnaires were issued, 60 were returned.

Please rate -	Excellent %	Good %	Adequate %	Poor %	Very Poor %	N/A %	Did Not Answer %
1. The service you received compared to what you needed.	65	30	3	2	0	0	0
2. How would you rate the services response to your needs.	61	31	4	2	0	0	2
3. How accurate and comprehensive the information about the service is.	52	40	6	2	0	0	0
4. The staff knowledge and skills.	63	31	2	2	0	0	2
5. The staff attitude towards you.	73	23	2	0	0	0	2
6. The overall quality of customer service received.	70	28	2	0	0	0	0
7. Were you treated fairly?	Yes 93	No 0					7
8. If you ticked very poor or poor for any of the above, please say why.	<ul style="list-style-type: none"> • They do not talk about much to me. 						
9. Do you have any suggestions to help us improve our service? Comments	<ul style="list-style-type: none"> • Your service is wonderful, thank you. • That the OT paid attention to care needs as excellently as the Safety needs. • Very happy with the service. • Just like to say all the girls are really fabulous. • Everything is adequate to my needs, thank you. • Good service, thank you. • I have not really need the service except for the alarm being pressed in error up till now, thanks. 						