Home Safety Service - 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

		Yes	No	Did Not Answer
7.	Were you treated fairly?	93	0	7

8. If you ticked very poor or poor for any of the above, please say why.

- They do not talk about much to me.

9. Do you have any suggestions to help us improve our service?

Comments

- 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.

Susan Charnock
29 July 2011