

Customer Service Performance

Quarter 1 Statistics

1st April 2018 – 30th June 2018

Quarter 1

Total number of complaints for Customer Services





Total number of complaints registered for SMBC





Overall total number of Customer Service Complaints by month



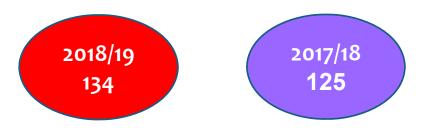
Quarter 1

Customer Service complaints by Sub Team

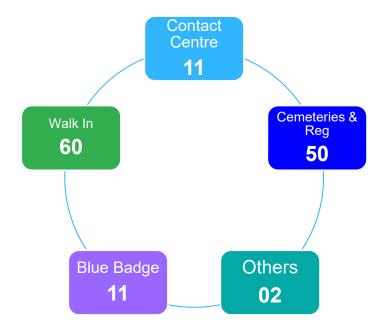
Cemeteries 04

Contact Centre 15

Walk in 05 **Total Customer Service compliments**



Customer Service compliments by Sub Team



Quarter 1

Number of Complaint learning categories recorded

 Review behaviours developments for individuals or a team

05

05

09

0

• Improvements in communication

- Improved revised service delivery process
- Feedback included in future reviews. The procedure review is implemented then communicated.
- Review of confidentiality procedures. These should be carried out in accordance with the Data Protections Act.

Category not chosen

Complaints Type

03

20

01

 Dissatisfaction with the way we apply policy, a decision or a procedure

• Dissatisfaction in service delivery

 Impoliteness, rudeness, unfairness, bias or prejudice