

Customer Services



Customer Service Performance

Year End 2016-2017

1st April 2016 – 31st March 2017

Customer Services – Complaints

Total number of complaints registered for SMBC

2016-2017
556

2015-2016
503

Total number of complaints for Customer Services

2016-2017
43

2015-2016
38

Customer Service complaints by Sub Team

Contact Centre
21

Walk-in Centre
07

Service Support
01

Communications
01

Council Tax
01

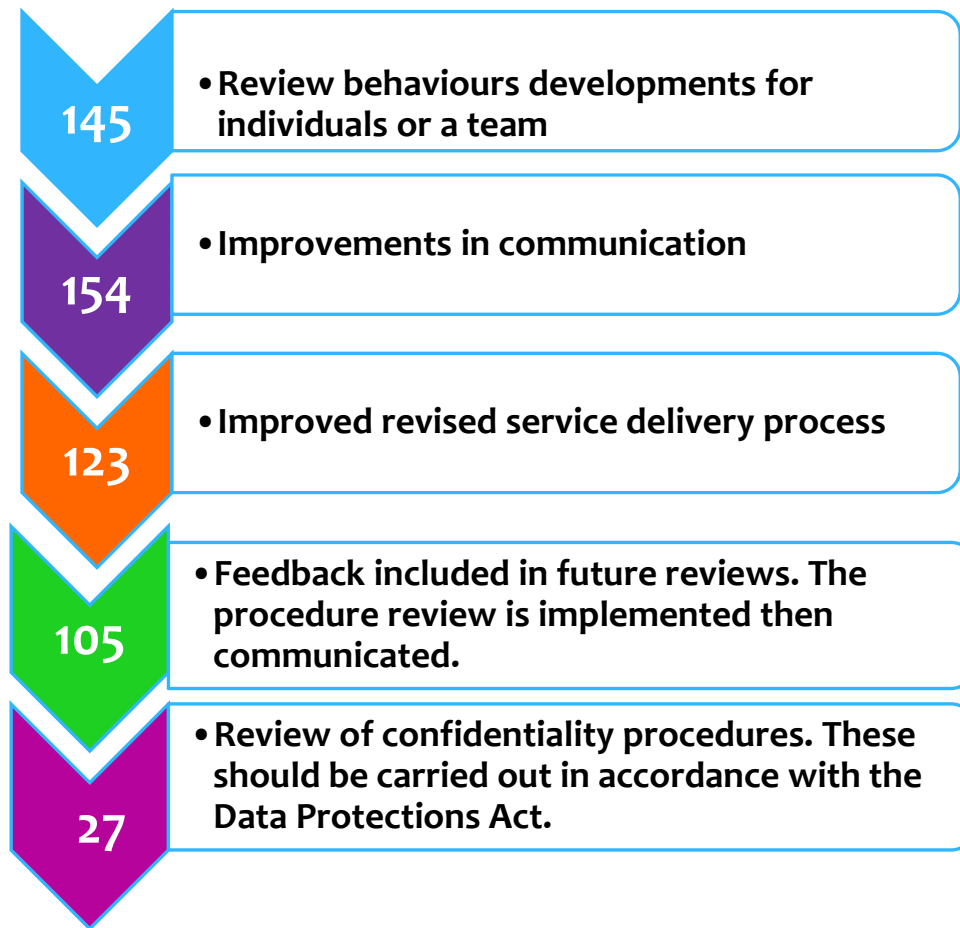
Cemeteries
10

Blue Badge
01

Connect Adult
Care Team
01

Customer Services – Complaints

Number of Complaint learning categories recorded



Reason for complaints



Customer Services – Compliments

Total number of Compliments registered for SMBC

2016-2017
1021

2015-2016
995

Total Customer Service Compliments

2016-2017
494

2015-2016
444

Compliments by Sub Team for Connect

299

- Solihull Connect Walk in Centre

86

- Solihull Connect Contact Centre

56

- Registration Services

17

- Cemeteries

11

- Blue Badge

2

- Connect Adult Social Care

Compliment Category

Named employee helpfulness

348

Helpfulness of service

65

High standard of service

68

Other

13

Customer Services – Comments

Total number of Comments registered for SMBC

2016-2017
1060

2015-2016
1311

Customer Service Comments

2016-2017
132

2015-2016
174

Customer Service Comments

- * Waiting times at the Contact Centre
- * Customers unhappy with the hold music and also the voice providing information
- * Blue Badge renewals, the online form being difficult to use