

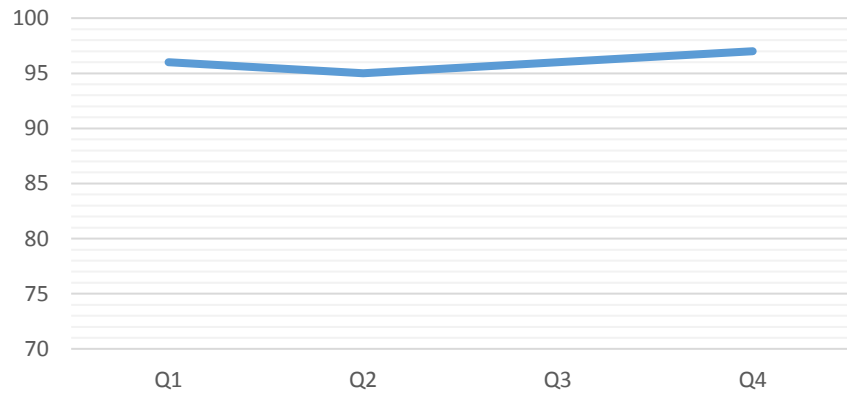
The Consumer Council

Service Standards Results 2017 – 18

The Consumer Council constantly monitors our performance against our service standards. If our performance drops below 90% of our target we will explain to you why this has happened and the steps taken to put it right.

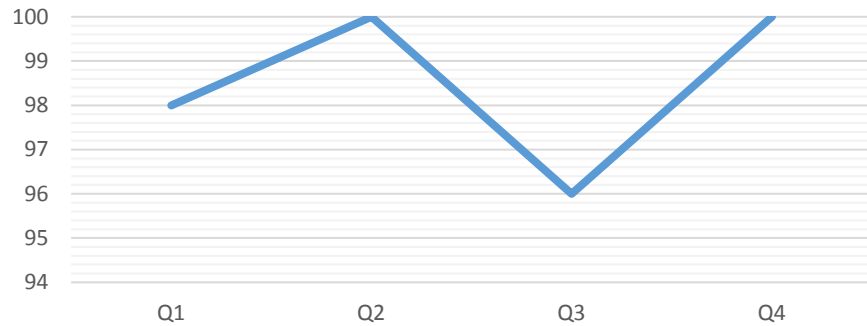
Service Standards 2017-18	Results					
	Q1	Q2	Q3	Q4	Target Score	Actual Score
We aim to answer calls within 10 seconds	92%	89%	83%	83%	100%	87%
We will acknowledge your contact within 3 working days	96%	95%	96%	97%	100%	97%
If you have an appointment with us, we aim to meet you within 5 minutes	98%	100%	96%	100%	100%	98%
If you do not have an appointment with us, but call in to see us, we aim to meet you within 15 minutes	100%	100%	100%	100%	100%	100%
If we cannot assist you with your query we will signpost you	92%	89%	83%	100%	100%	92%
Our staff will be polite & friendly	100%	100%	100%	100%	100%	100%
Our staff will be professional	98%	100%	100%	100%	100%	99%
Our staff will treat you fairly	100%	100%	100%	100%	100%	100%
We will keep you updated throughout the investigation of your complaint	100%	100%	100%	100%	100%	100%
Our correspondence will be easy to understand	100%	100%	100%	100%	100%	100%
We aim to send you a copy of the response from the service provider within 5 working days	90%	93%	93%	94%	100%	92%
If you leave a voicemail after 4pm, we will get back to you within 3 hours the next working day	100%	100%	100%	100%	100%	100%
If you make a formal complaint about us, we will acknowledge it within 3 working day	-	-	100%	-	100%	100%
We will respond to your formal complaint within 10 working days	-	-	100%	-	100%	100%

We will acknowledge your contact within 3 working days



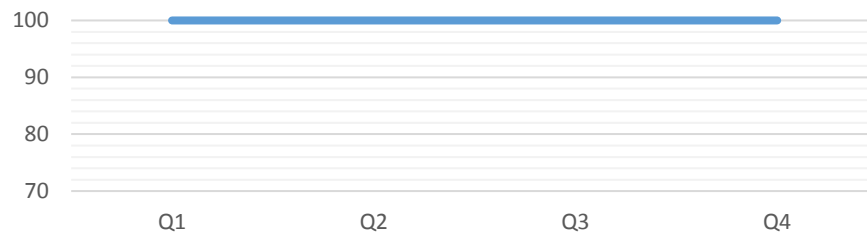
In 2017-18, The Consumer Council acknowledged 97% of the contacts we received within 3 working days.

If you have an appointment with us, we aim to meet you within 5 minutes



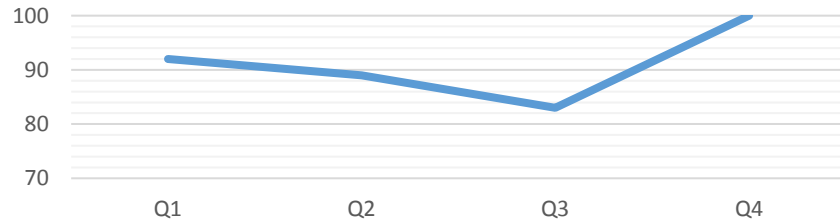
In 2017-18, The Consumer Council met 97% of visitors who had an appointment within 5 minutes.

If you do not have an appointment with us, but call in to see us, we aim to meet you within 15 minutes

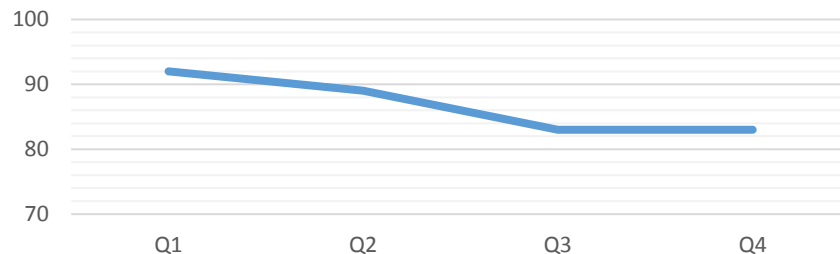


In 2017-18, The Consumer Council met 100% of our visitors who didn't have an appointment within 15 minutes.

If we cannot assist you with your query we will signpost you



We aim to answer calls within 10 seconds



In 2017-18, The Consumer Council signposted 92% of the mystery shop calls we received via our Free Phone number.

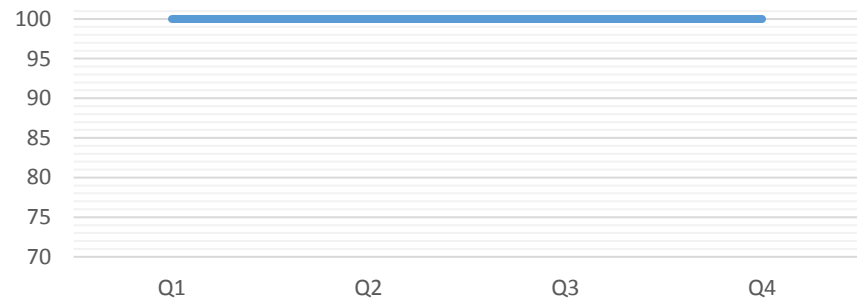
In Q3 and Q4, our performance in relation to answering calls within 10 seconds dipped. This was due to several telephony issues that we encountered with our Free Phone number.

In Q3, our mystery shopper identified an issue with our voicemail in December 2017 which was not transferring calls to advisors.

Later in Q4, we also had issues with the calls dropping off once connected to an advisor. This affected our ability to answer the calls promptly.

Our communications team posted an emergency notice on our website and social media pages to inform consumers that we were experiencing issues with our Free Phone number and asked them to contact our main switchboard number instead or email us.

Our staff will be polite & friendly



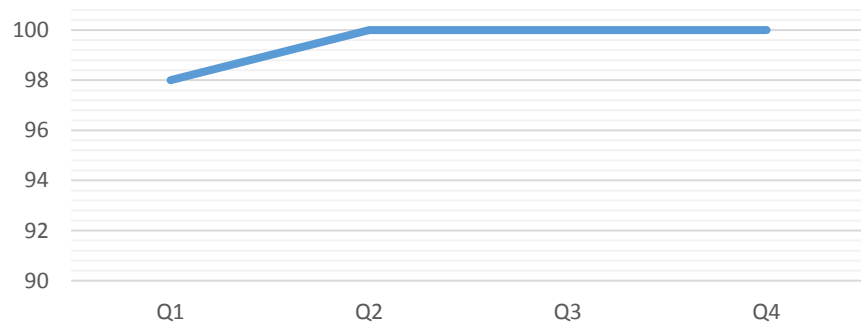
In 2017-18, 100% of consumers who used our complaints service agreed that The Consumer Council staff were polite & friendly.

Our staff will treat you fairly



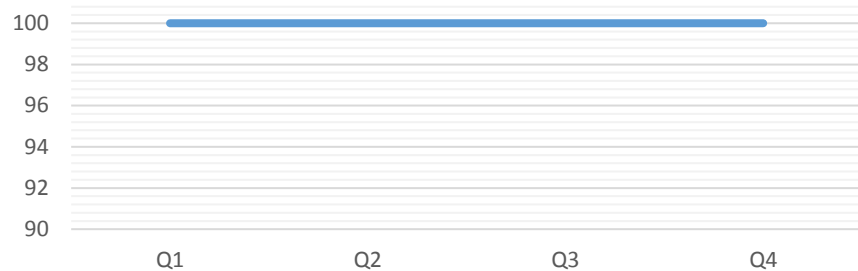
In 2017-18, 100% of consumers who used our complaints service agreed that The Consumer Council staff treated them fairly.

Our staff will be professional



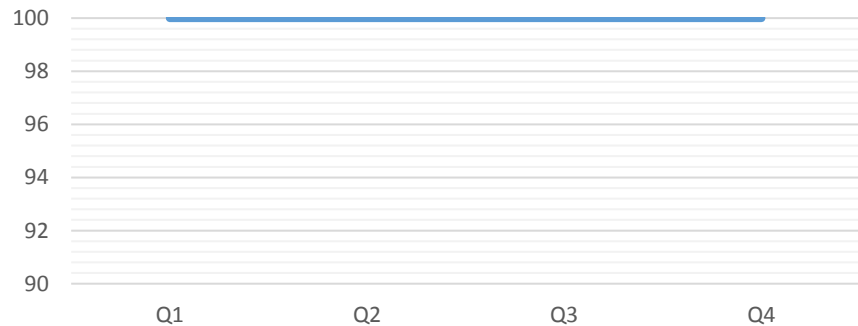
In 2017-18, 99% of consumers who used our complaints service agreed that The Consumer Council staff were professional.

Our correspondence will be easy to understand



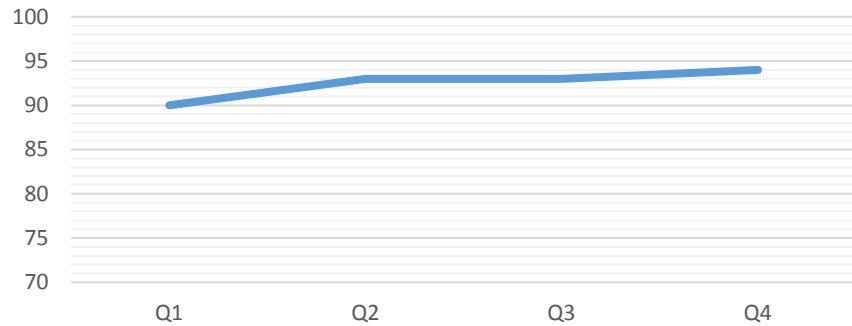
In 2017-18, 100% of consumers who used our complaints service agreed that our correspondence was easy to understand.

We will keep you updated on the progress of your complaint throughout our investigation



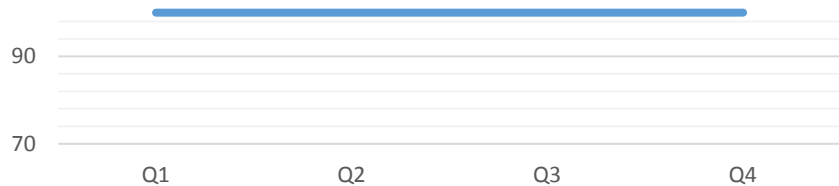
In 2017-18, 100% of consumers who used our complaints service agreed that we kept them updated on the progress of their complaint throughout our investigation.

We aim to send you a copy of the response from the service provider within 5 working days



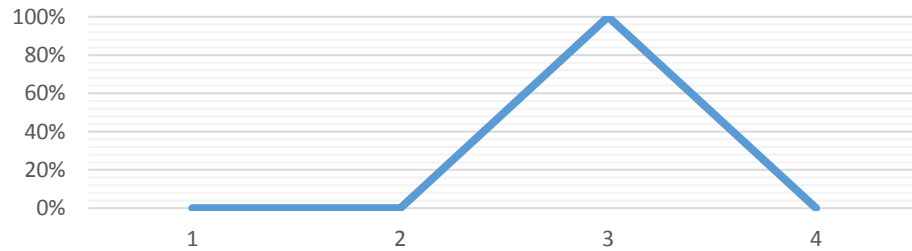
In 2017-18, The Consumer Council issued 92% of our service provider responses to consumers within 5 working days of receiving them.

If you leave a voicemail after 4pm, we will get back to you within 3 hrs the next working...



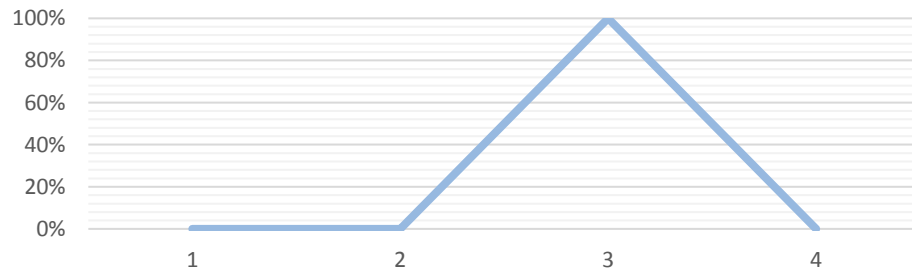
In 2017-18, The Consumer Council returned 100% of the voicemails we received after 4pm, within 3 hours the next working day.

If you make a formal complaint about us, we will acknowledge it within 3 working day



In 2017-18, The Consumer Council received 1 formal complaint regarding our service. We acknowledged this complaint within 3 working days.

We will respond to your formal complaint within 10 working days



The Consumer Council responded to the formal complaint we received within 10 working days.