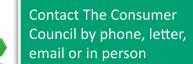
## The Consumer Council Customer Journey Roadmap October 2020





If a query does not fall within our remit then we make every effort to refer the Consumer to the appropriate body

We acknowledge the Consumer's contact within 3 working days

We will send the complaint to the relevant service provider



98.3% of contacts were acknowledged in 3 working days

on service standards

We update the Consumer and provide information



We obtain the service provider's response within 10-15 working days and review internally

> We send the response to the Consumer within 5 working days

We obtain feedback from the Consumer



98.9% agree they were kept up to date by us

We keep the Consumer updated on further developments

If necessary, further investigation will be undertaken by us



99.4% of consumers said they were satisfied

If a resolution has been achieved, the case will be closed



We inform the Consumer of the case closure

The Consumer gives feedback on our service