

Survey Feedback Comments – December 2011

Number of surveys sent out – 117

Number of responses – 36 (31% Turnout)

Overall Satisfaction – 94.4% (excellent or good)

Top Analysts – Daniel & Hayley (4 Responses each)

Becky P

“Becky resolved this call very quickly.” – Kate Davies, The Co-operative Group

“Becky P took my call .She was as courteous as ever” – Robin Dickinson, Beviss & Beckingsale

Kristan

“The e mail response came from Kristan same day .What more can I say -Very good client service.” - Robin Dickinson, Beviss & Beckingsale

Hayley

“Very polite and knowledgeable” – Bwarna Parmar, Peters & Peters

“Hayley’s LSC knowledge is second to none!” – Julie Morgan, TV Edwards

“Always helpful and friendly” – Janet Bezer, Blackhams

Rob

“He looked at the problem and instead of waiting for Miles to contact us he dealt with it really promptly” – Lynn Miller, Whitehead Monckton

Reuben

“Reuben is always a very good member of the team to deal with” – Angie Halliday, Blacks

Daniel

“He has the Patience of a Saint as it took two days for the complaining fee earner to allow us access to their pc! Had to wait for their day off!” – Neal Weiser, Penman Johnson

“Always very helpful - Thank you very much” – Tina Horne, Dickinson Manser

“Very professional with a good working knowledge which was easily communicated to us” – Kayley Wilson, Blunts

Sam

“Was very helpful and offered his assistance if the same problem arises in the future.” – Katie Search, Maurice Turnor Gardner

General Department Comments

“Don't know how you all stay so chilled but whatever it is you are taking please send some over this way!” – Neal Weiser, Penman Johnson

You have a good team in Hayley, Kristan and Becky - probably unfair not to mention the others but these 3 are the ones I get to talk to - Robin Dickinson, Beviss & Beckingsale

“The support call only related to a Yes / No enquiry about Partner integration with SmartForms so there wasn't really an issue to resolve but the query was answered very quickly.” – Andrew Daffern, Ware & Kay