



**ELECTORAL OFFICE FOR
NORTHERN IRELAND**

CUSTOMER FEEDBACK REPORT

Q3 2010

CONTENTS

1	Introduction	3
2	Measuring Levels of Customer Satisfaction	3
3	Customer Satisfaction Questionnaire Report	3
	3.1 Collated Results	3
	3.2 Compliments Received	3
	3.3 Comments Received	5
	3.4 Summary of Results	6
4	Customer Comment Card Report	6
	4.1 Ballymena Area Office	6
	4.2 Banbridge Area Office	8
	4.3 Belfast Area Office	9
	4.4 Derry/Londonderry Area Office	11
	4.5 Newtownabbey Area Office	16
	4.6 Newtownards Area Office	18
	4.7 Omagh Area Office	19
	4.8 Summary of Results	20
5	Additional Compliments and Suggestions Received	23
6	Complaints	23
	6.1 Customer Satisfaction – Complaints Procedure	23
7	Action Required / Taken	25
	7.1 Action Required / Taken as a Result of Feedback	25
8	Trends	26
	8.1 Overall Customer Satisfaction	26
	8.2 Compliments	27
	8.3 Suggestions	28
	8.4 Complaints	29
	8.5 Number of Complaints versus Number of Compliments	29

1 INTRODUCTION

The key responsibility of the Electoral Office for Northern Ireland (EONI) is to support the Chief Electoral Officer for Northern Ireland in:

- having a complete and accurate register of electors
- running free and fair elections.

Our aim: to provide high quality service to all our customers in every area of our work.

2 MEASURING LEVELS OF CUSTOMER SATISFACTION

The Customer Satisfaction Questionnaire is issued to customers who contact us by telephone and request a form or information to be sent out to them. The questionnaire helps us to assess whether we are meeting the following targets in our Customer Charter:

5.2	Identify ourselves by giving our name and the section in which we work.
5.3	Be polite and courteous.
5.4	Be helpful and provide customers with clear and accurate information.
5.5	Treat customers fairly and sensitively.
5.8	Respond to 95% of voicemail messages within 1 working day unless otherwise advised.
5.9	Respond to 95% of emails within 1 working day unless otherwise advised.

3 CUSTOMER SATISFACTION QUESTIONNAIRE REPORT

3.1 Collated Results

Question	Yes	No	Total	% Yes
Did the person who dealt with your call identify themselves and the section in which they worked?	257	2	259	99
Were they polite and courteous?	258	1	259	100
Were they helpful and did they provide you with clear and accurate information?	257	2	259	99
Do you feel that you were treated fairly and sensitively?	255	4	259	98
If you left a voicemail message was it responded to within one working day?	15	1	16	94
If you contacted us by email did you receive a reply within one working day?	30	2	32	94

3.2 Compliments Received

Very satisfactory information and rapid response.

I have moved twice in the past year, on both occasions the change of address has been simple and straightforward. Thank you for a good service.

Your service seems to be good enough!

Service excellent, staff in Newtownards office could not have been more helpful.

Thank you very much.

Fast and efficient service - thank you.

I have received a good response and very prompt reply. Thank you.

Very helpful.

The person I dealt with was very polite and helpful - I thank her for her help.

Very efficient - carry on the good job.

I must compliment your staff on handling the matter after I made contact the second time. Mari-Claire is exceptional in her manner and extraordinarily helpful.

I got what I needed promptly, pleasantly and efficiently - if a thing ain't broken, don't fix it.

Service was good - contacted by email within 24hrs. Prompt and efficient.

Absolute excellent treatment and help given to me. Much appreciated.

I received a first class service and have no complaints only praise, and wish all government depts in dealing with the public were as efficient and courteous as the people in this office (Newtownabbey).

Very good and up-to-date service have no complaints.

Service very good.

No need for any improvements.

We dealt with the application by post we are happy how it was dealt with.

I was very satisfied with the help I received.

No improvements required.

No improvements, excellent customer service I have always received.

The lady who helped me was very kind and courteous. I particularly like being informed that my letter would take a day or two to arrive.

Keep up your good work.

I did not talk to anyone so this questionnaire does not concern me but when I applied

to the register it was sorted very quickly. Thank you.

I did not talk to anyone or contact anyone, I only filled in the form that was posted out to me and posted back to yourselves. Thank you.

I was more than happy with every aspect of your service. Thank you.

It was all very efficient and quick. Thanks.

I am very pleased with the services.

I called to the local office and service to myself was good.

Very clear advice given.

I cannot think of anything but I would like to add that the girl who I spoke to for the form was very pleasant and helpful.

At the minute very good.

Keep up your good work.

The staff in the Glengormley office are very helpful.

A most pleasant group of staff.

Thank you for your services. I am over 85 years of age and my memory is very faulty from day to day but I am happy with everything you provided and have no complaints.

I am fine with it all - many thanks.

I can't for the life of me remember the man's name but he was so helpful. As an English person who has moved to this great country he was so helpful, here to stay - people here so friendly and friendly anywhere you go. Well done NI, you should all be proud of yourselves and your country.

I felt my circumstances were handled very satisfactorily.

I received the electoral registration form within 24 hours. In my view very efficient indeed.

Extremely satisfactory!

3.3 Comments Received

I originally replied to the letter requesting confirmation of my address back in July. For some unknown reason this was not received or processed by the Electoral Office. The result was a letter threatening a fine and police action. A simple phone call would have cleared the matter up in seconds. I understand there is a limit on the resources available, however I imagine a phone call would, in all likelihood, be a more effective manner in evoking a response.

I originally requested a registration form to enable me to vote in the last general election. I was not told that I could download a form and I did not receive a hard copy until after the cut off date for registration. I requested a concession as I had not been given adequate information at my initial enquiry - but this was not granted which I thought was rather unfair.

I made two phone calls to head office, roughly five days apart. Someone was to get back to me, but failed to on both occasions. Finally I rang Newtownards office and the matter was quickly resolved (HR Dept).

Thank you for confirming my family's registration. Please do not waste my taxes by:

1. sending 3 separate notifications to the same address.
2. including questionnaires and pre-paid envelopes with each.
3. replying to this note to explain that you had to do it this way.

3.4 Summary of Results

Overall rate of Customer Satisfaction	97%
Compliments	44
Comments	4
Suggestions	0

4 CUSTOMER COMMENT CARD REPORT

Comment cards are made available in Area Electoral Office reception areas. Comment cards help us to assess whether we are meeting the following targets in our Customer Charter:

7.1	Attend to 95% of callers at any EONI location within five minutes (except during peak periods such as elections).
7.2	Wear name badges and identify ourselves.
7.4	Be courteous and helpful.
7.5	Present advice and information clearly and accurately.
7.6	Treat customers fairly and sensitively.

Comment Card feedback is collated by office:

4.1 Ballymena Area Office

Number of comment cards	43
-------------------------	----

Purpose of visit:

Registration	10
Electoral Identity Card	26
Other	7

Question	Yes	No	% Yes
Were you able to find and access this office easily?	42	1	98
Did someone attend to you at the counter within 5 minutes?	43	0	100
Did staff wear name badges to identify themselves?	43	0	100
Were staff courteous and helpful?	43	0	100
Were you provided with clear and accurate information?	43	0	100
Were you treated fairly and sensitively by staff?	43	0	100
Overall rate of satisfaction			100%

Compliments Received:

Really helpful staff.

Very helpful staff, with no long waiting.

Most helpful.

Found staff very friendly and helpful.

Staff very helpful and cheerful doing their work.

Staff very helpful.

Happy with service.

Very helpful.

Good service.

I have been in twice and both staff went above and beyond to help me with the issues I had.

Good service.

A very helpful lady Annette greeted me and was extremely helpful.

First time at this office I found it very pleasant.

Very good service.

Staff are brilliant and really good.

Staff are really helpful.

The staff were really helpful.

A friendly, clean and bright establishment.

Very good service and quick to be seen too.

Comments Received:

L'Derry office not great - been dealing with them by post to get ID card for more than a month now.

Hard to find.

4.2 Banbridge Area Office

Number of comment cards	1
-------------------------	---

Purpose of visit:

Registration	1
Electoral Identity Card	0
Other	0

Question	Yes	No	% Yes
Were you able to find and access this office easily?	1	0	100
Did someone attend to you at the counter within 5 minutes?	1	0	100
Did staff wear name badges to identify themselves?	1	0	100
Were staff courteous and helpful?	1	0	100
Were you provided with clear and accurate information?	1	0	100
Were you treated fairly and sensitively by staff?	1	0	100
Overall rate of satisfaction			100%

Compliments Received:

The young lady Karen was very helpful, smart and had a smile, as was Aileen who took my photo, it was also quick. I have no suggestions because if I had to give marks out of 100 it would be 110.

4.3 Belfast Area Office

Number of comment cards	44
-------------------------	----

Purpose of visit:

Registration	10
Electoral Identity Card	26
Other	8

Question	Yes	No	% Yes
Were you able to find and access this office easily?	42	2	95
Did someone attend to you at the counter within 5 minutes?	44	0	100
Did staff wear name badges to identify themselves?	44	0	100
Were staff courteous and helpful?	44	0	100
Were you provided with clear and accurate information?	43	1	98
Were you treated fairly and sensitively by staff?	44	0	100
Overall rate of satisfaction			99%

Compliments Received:

Always find the staff helpful and courteous, quick and efficient. A credit to their manager.

Was treated fairly.

Very efficient cheerful helpful.

Quick and easy very friendly.

Friendly staff.

Very helpful and pleasant.

Straightforward and easy to deal with, helpful - no issues. Friendly staff.

Easy process - thank you.

Staff were very helpful and also very nice.

Very helpful courteous delightful staff.

Thank you, being able to inspect the edited or full register (as I did) is important.

Very polite staff and very quick service.

It was quick and a lot easier than I thought it would be.

Very good.

This is my first time at this office and I found all staff very helpful and friendly.

Always very friendly and efficient providing an excellent service.

Very good.

The staff were very helpful and were very clear with what I had to do.

A really lovely place to come to, staff were really nice and generous.

Helpful and very polite.

I thought the service was helpful and friendly, it could not be improved because it was lovely.

Excellent service.

Great service.

Very friendly and helpful, told me what I needed to know etc.

Very friendly and helpful.

Good service.

Very good.

David attended and provided very pleasant, sensitive support and service.

David - very friendly, helpful and understandable.

Excellent service - served by Maureen who was very helpful.

Staff all very pleasant and very helpful.

Very good.

David was very good.

Brilliant service.

Very friendly.

David (a gem) and other staff were very helpful, fast and efficient. Thank you.

Very good service.

David is excellent, explained it very well, wish other government offices were as good.

Very good service.

Very good service, Maureen explained it very clearly.

The staff were very pleasant and informative.

Very pleasant people.

The staff were in attendance to me on arrival and were very helpful and dressed appropriately for a professional office.

Very good service.

Pleased with the organisation and pleasantness of the staff.

Helpful staff.

Good great thanks.

Very warmly received - satisfied thank you.

Excellent service.

1st class service.

Good efficient service.

Suggestions Received:

The system is rotten. How can you ask for ID 3 months before and after address confirmation. Not only that needs N.I proof as well, like some kind of middle age or war zone - unbelievable. Need modern and 21st century regulations - world and civilization must move on. Please make flexible regulations.

Letter received on 29/07/10 stating possibility of prosecution - tone very severe, I had already communicated my circumstances on 21/07/10 - recommend revise.

Please note this couple have hearing disability and could not gain admittance at front door - solution required?

Provide tea and coffee.

4.4 Derry/Londonderry Area Office

Number of comment cards	172
-------------------------	-----

Purpose of visit:

Registration	57
Electoral Identity Card	102
Other	13

Question	Yes	No	% Yes
Were you able to find and access this office easily?	169	3	98
Did someone attend to you at the counter within 5 minutes?	171	1	99
Did staff wear name badges to identify themselves?	172	0	100
Were staff courteous and helpful?	172	0	100
Were you provided with clear and accurate information?	172	0	100
Were you treated fairly and sensitively by staff?	172	0	100
Overall rate of satisfaction			100%

Compliments Received:

A very pleasant and helpful member of staff helped me.

Staff were very prompt and very helpful.

Very helpful.

Very friendly.

Excellent service, very helpful and reassuring.

Was greeted warmly by Ann, no waiting time, was very efficient and helpful.

Lovely reception, counter staff polite and helpful.

People very helpful - recommended 10 out of 10.

Made very welcome staff friendly.

To my satisfaction.

Very helpful and friendly.

Very helpful and a very fast service.

The lady at the desk was so helpful.

Grand.

Very good service all round.

Lovely service.

Staff are very helpful and very good in helping you get your electoral card.

The staff were very helpful in explaining things in an easy way.

Staff very helpful and friendly.

The staff were very helpful and friendly. This card will be very helpful for identification purposes.

Trying to trace people, very nice people.

Excellent service.

All staff are polite and courteous - very clean.

Very pleasant staff and extremely helpful.

Staff were very helpful and polite and helped me to get into the office by holding the door open.

Very courteous, polite and very helpful.

Helpful and very easy to talk to.

Most pleasant, helpful and extremely efficient.

Really nice helpful staff.

Good.

Very good service all round.

Very helpful and informative.

Very good service.

Very helpful. Helped me fill out form and responded very quickly to any questions asked.

Very helpful.

Very good service.

Very good service, quick delivery of ID and very nice friendly staff.

I was very happy and taken care of straight away.

Very friendly staff.

Very pleasant - no improvements required.

Simple process - no problems.

Very helpful and polite.

Good service and pleasant.

The service was very quick and staff were very helpful and very kind.

Well done.

Very good and quick.

Helpful and friendly 5 star.

Found everyone very friendly.

Very helpful and friendly staff member.

Very helpful and lovely - no improvement needed it was great.

This has to have been the most pleasant office I have been in.

Very good.

Everyone was very polite.

The staff were really helpful and polite.

Very friendly staff.

Very friendly.

Very helpful staff, pleasant nice and friendly.

Very helpful.

The staff were very helpful, the lady who served me was very nice and polite.

Very efficient service.

Very quick.

Very good hospitality.

Very good.

Very good.

Very helpful and friendly.

Very good.

I found staff very helpful.

Staff friendly and helpful.

Very friendly and helpful.

They were a great help.

Very helpful.

Most helpful.

Class.

Very helpful.

Ann was very helpful and pleasant.

Great.

The staff were exceptionally helpful and friendly.

I was very satisfied with the acceptance and friendliness of the staff at the counter. It was very quick service and I was amazed that I didn't have to pay for my Electoral Identity Card.

The service was very good and staff were very helpful.

Very helpful staff.

Excellent service.

Very good service.

Very friendly and quick.

Everything quick and sound.

I was pleased I could deal with this on a face-to-face basis as opposed to correspondence.

I phoned yesterday to make an initial enquiry and the girl I spoke to (Alwyn) was extremely helpful. Keep doing what you're doing!

Staff were very understanding, very helpful and courteous.

The staff were very pleasant and helpful.

I found this visit a lot less complicated than expected.

Very co-operative.

Nice friendly staff.

Simple and easy.

Excellent service.

Very polite and useful.

Very polite staff, very helpful.

Very good service and most helpful.

Comments Received:

Very hard to find was at one end of the street and then back again until I found it.

The address system slightly confusing.

We had great difficulty finding your office on Queen Street.

Suggestions Received:

Numbering - walked from one end of Queen Street the other. Change Number.

4.5 Newtownabbey Area Office

Number of comment cards	44
-------------------------	----

Purpose of visit:

Registration	20
Electoral Identity Card	18
Other	6

Question	Yes	No	% Yes
Were you able to find and access this office easily?	43	1	98
Did someone attend to you at the counter within 5 minutes?	44	0	100
Did staff wear name badges to identify themselves?	44	0	100
Were staff courteous and helpful?	44	0	100
Were you provided with clear and accurate	44	0	100

information?			
Were you treated fairly and sensitively by staff?	44	0	100
Overall rate of satisfaction			100%

Compliments Received:

Very friendly and helpful for information.

Very helpful and courteous and seen immediately on this visit and previous visit.

I was very pleased with everything, Janice was very helpful.

Pleasant office atmosphere.

Excellent service.

Staff were helpful at all times and no improvements seem to be needed.

Staff were very very helpful.

All good.

Excellent service.

Got treated quickly by staff.

No improvements needed.

Very helpful.

We applied by post we are happy how quick it was.

Very good service and very helpful.

Very good customer service.

Very good.

Very helpful.

Very helpful.

Helpful efficient service.

Marti was very helpful and efficient.

Quick and helpful.

Very helpful staff.

All good. No complaints.

I was able to understand everything I was told by the staff so that was very helpful.

Comments Received:

Customer was very distressed re. tone of letter, paragraph mentioning referral to police was extremely distressing.

Not happy about being threatened with a fine of £1000 if I ignored the letter when I am a British Citizen.

Suggestions Received:

Better signage needed.

Open until 6pm one evening so people who work can come to the office with their documentation.

Rewording of letter and more explanation.

4.6 Newtownards Area Office

Number of comment cards	16
-------------------------	----

Purpose of visit:

Registration	3
Electoral Identity Card	13
Other	0

Question	Yes	No	% Yes
Were you able to find and access this office easily?	16	0	100
Did someone attend to you at the counter within 5 minutes?	16	0	100
Did staff wear name badges to identify themselves?	16	0	100
Were staff courteous and helpful?	16	0	100
Were you provided with clear and accurate information?	16	0	100
Were you treated fairly and sensitively by staff?	16	0	100
Overall rate of satisfaction			100%

Compliments Received:

Very helpful.

So easy - needs to be promoted more.

Very good at her job!

I was treated well and understood everything that was said.

Had to bring my mother to get a photograph. She is 94 years old. Staff were very friendly and couldn't have been more helpful.

Staff very friendly and helpful.

All good no complaints.

Very good service staff very helpful and friendly.

Very fast and efficient.

Not bad.

To whom it may concern the staff lady was very helpful and nice. Thank you.

Suggestions Received:

My mother required assistance up and down the stairs. Would have been better with less stairs, although the staff were prepared to assist and this made it manageable.

4.7 Omagh Area Office

Number of comment cards	3
-------------------------	---

Purpose of visit:

Registration	2
Electoral Identity Card	1
Other	0

Question	Yes	No	% Yes
Were you able to find and access this office easily?	3	0	100
Did someone attend to you at the counter within 5 minutes?	3	0	100
Did staff wear name badges to identify	3	0	100

themselves?			
Were staff courteous and helpful?	3	0	100
Were you provided with clear and accurate information?	3	0	100
Were you treated fairly and sensitively by staff?	3	0	100
Overall rate of satisfaction			100%

Compliments Received:

A new resident to the area and the staff at this office were absolutely more than helpful and very informative. Thank you so much for this service.

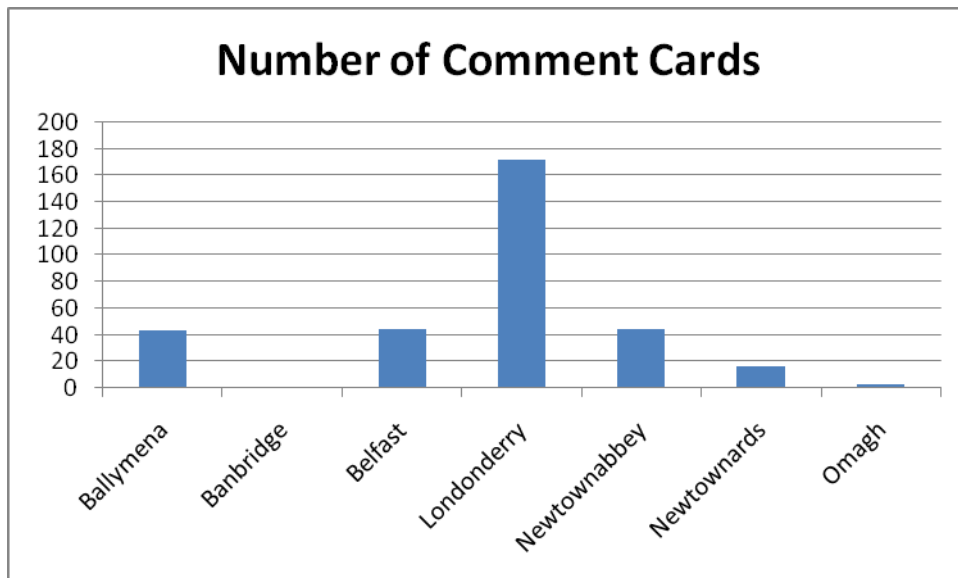
Very pleased with staff approach and very helpful.

Very friendly member of staff and were extremely helpful regarding questions and queries.

4.8 Summary of Results

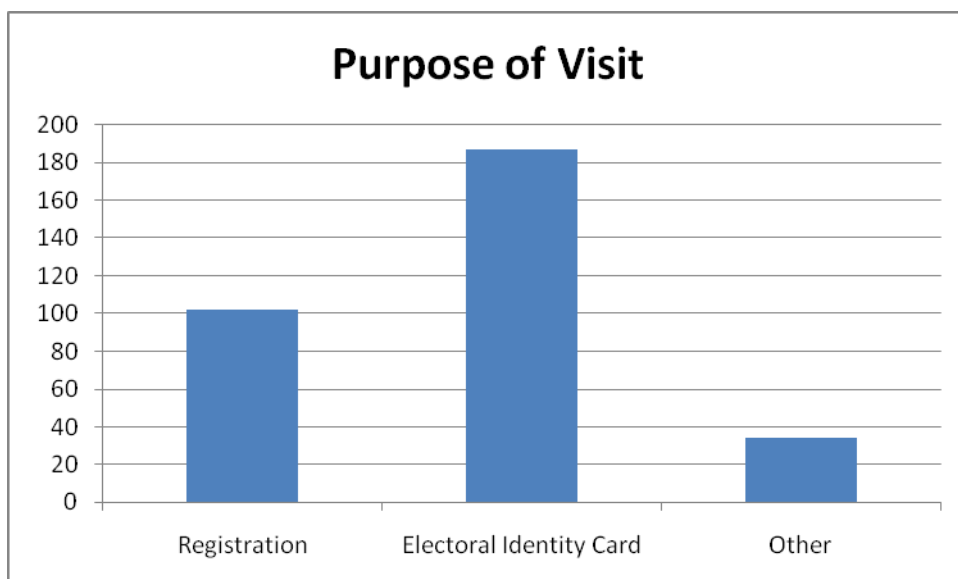
Number of comment cards per office:

Office	Comment Cards
Ballymena	43
Banbridge	1
Belfast	44
Londonderry	172
Newtownabbey	44
Newtownards	16
Omagh	3
Total	323



Purpose of Visit:

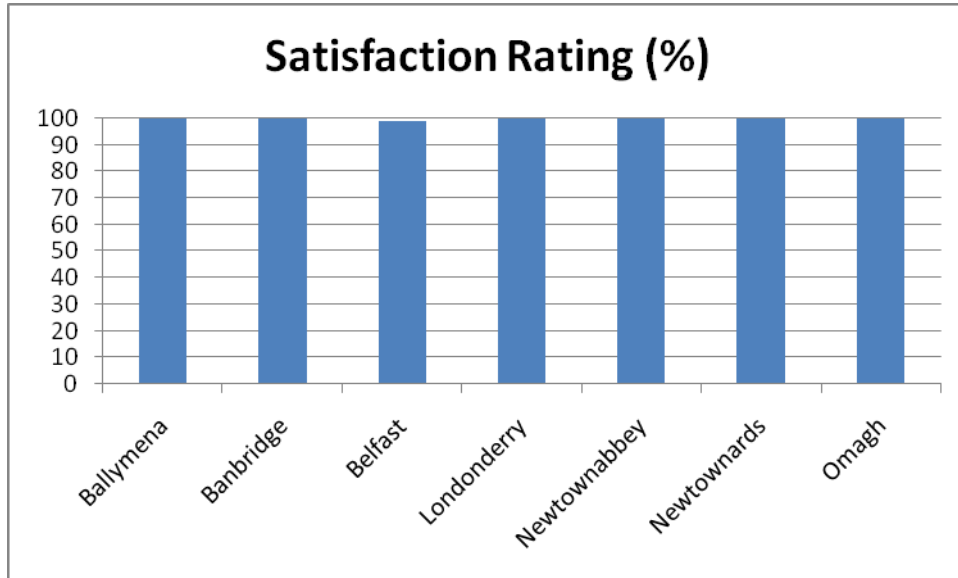
Purpose	Visits
Registration	102
Electoral Identity Card	187
Other	34
Total	323



Satisfaction Rating:

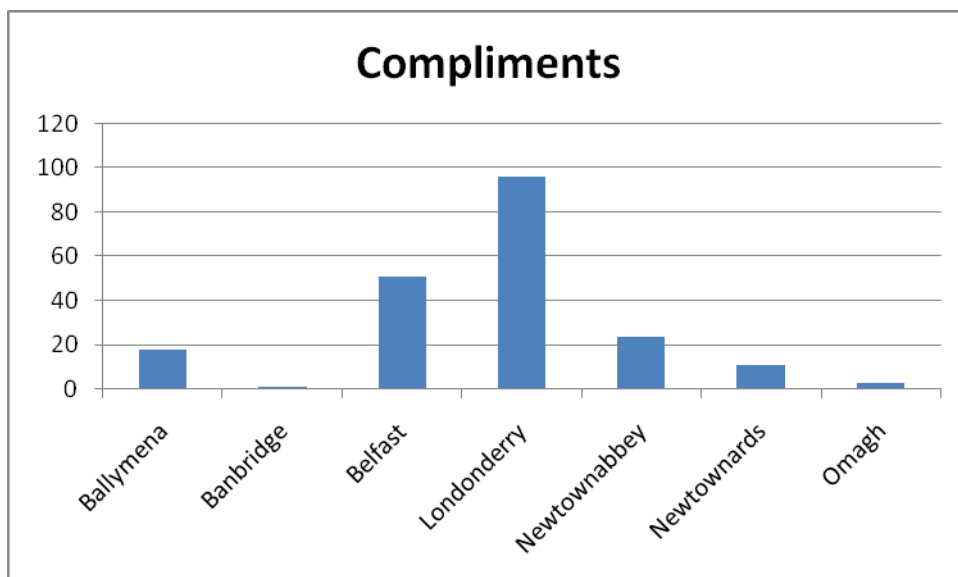
Office	Satisfaction Rating (%)
Ballymena	100
Banbridge	100
Belfast	99
Londonderry	100
Newtownabbey	100

Newtownards	100
Omagh	100
Average	100



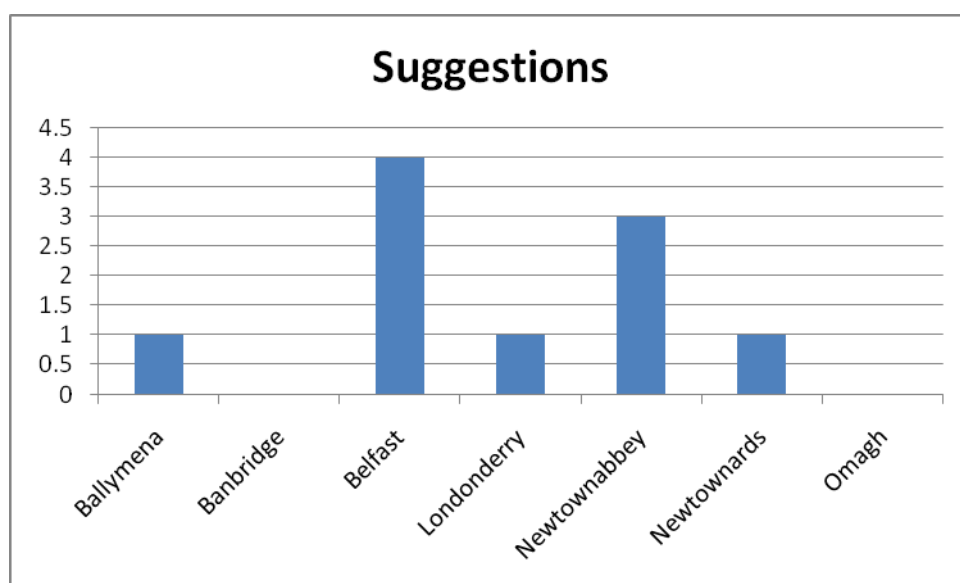
Number of Compliments:

Office	Compliments
Ballymena	19
Banbridge	1
Belfast	51
Londonderry	96
Newtownabbey	24
Newtownards	11
Omagh	3
Total	204



Number of Suggestions:

Office	Suggestions
Ballymena	0
Banbridge	0
Belfast	4
Londonderry	1
Newtownabbey	3
Newtownards	1
Omagh	0
Total	10



5 ADDITIONAL COMPLIMENTS AND SUGGESTIONS RECEIVED

Six compliments were received in addition to those recorded on Customer Satisfaction Questionnaires and Comment Cards. One additional suggestion was received. Further details of the nature of compliments and suggestions received can be found in the Complaints, Compliments and Suggestions Report which is published monthly.

6 COMPLAINTS

The Electoral Office received 10 formal complaints and 6 informal complaints during the third quarter of 2010. Further details of the nature of complaints and their outcome can be found in the Complaints, Compliments and Suggestions Report which is published monthly.

6.1 Customer Satisfaction – Complaints Procedure

The Electoral Office issues a questionnaire to customers who make a formal complaint, asking them if they are satisfied with the way in which their complaint was

handled. Twenty four completed questionnaires were received during the second quarter of 2010. The collated results are given below.

Question	Yes	No	Total	% Yes
Did you receive an acknowledgement to your complaint?	12	1	13	92
Are you satisfied with the length of time taken to respond to your complaint?	12	1	13	92
Was the response to your complaint easy to understand?	10	3	13	77
Did the response answer all the issues you raised?	7	6	13	54

Compliments Received:

The dealing of my complaint was done very speedily and professionally. However the fact that I did not get a vote in the last election due to your staff error and that my credit rating was impacted three times when checks were carried out on me - but I was found to be absent from the electoral register are still very significant impacts of the mistake. I was glad to hear that the specific individual responsible for the error has been explained the mistake and hopefully nobody else will lose their vote as a result. So 5 stars for the complaints procedure.

Comments Received:

I felt it was a waste of my time and energy as I was not happy with the answers, and nothing was mentioned about being taken off the election role. To improve services for the next election will my comments be taken into effect or system could be improved.

I raised the same complaint in 2009 and was assured that it would be dealt with. I did not ask for a complaint form so I suppose it was not actioned. This year when I raised it again my deceased husband's name was on the voting list - his death was registered in Feb 2008 - I had been asked if I wanted a complaint form thank you for seeing that his name is now taken off.

My only comment would be that you didn't write back to me, but in the letter it was said that you had sent me a letter asking for further supporting evidence for my application for registration. Well after filling in my electoral registration form, I never heard from you again I received no letter and if I had I would have filled it in.

You are a shame and a disgrace. You don't understand compassion. All you are doing is thinking off yourselves and no one else. A complete shambles.

Suggestions Received:

No complaints, the one I had was solved, the only thing I can suggest as you can see I live in sheltered dwelling. There are a lot of pensioners who would have liked to vote but had no transport - maybe you could pass this on to the dept that would deal with this. Many thanks.

I understand that staff would have been under pressure on the last day of registration but there was no leniency or ability to be placed on the register after that date, for late registrations which occurred due to electoral staff not requesting (taking when offered) identity / staff negligence. A cool off date for late registrations under extreme circumstances would allow for mishaps like this again and also help voters gain their right to vote.

My issue appeared to have been caused by my non-receipt of a letter date 17/06/10. As a result, I received a deeply offensive and aggressive letter requiring me to confirm my address. As you provided a 'file copy' of the letter dated 17/06/10, I must accept that it was sent and my issue is therefore with Royal Mail. However, I would respectfully suggest that regardless of your 'legal requirements' you could treat the public in a more respectful manner rather than issuing threats to law abiding citizens.

I had been given insufficient information at the time of enquiring about a postal vote when I telephoned in March. It is necessary to ask your staff to give information about proxy AND postal votes. I am in France - your postage to here was insufficient, your freepost envelope is also insufficient. Please ensure that to Europe and abroad postage is properly stamped. Thank you for your assistance.

7 ACTION REQUIRED / TAKEN

7.1 Action Required or Taken as a Result of Feedback

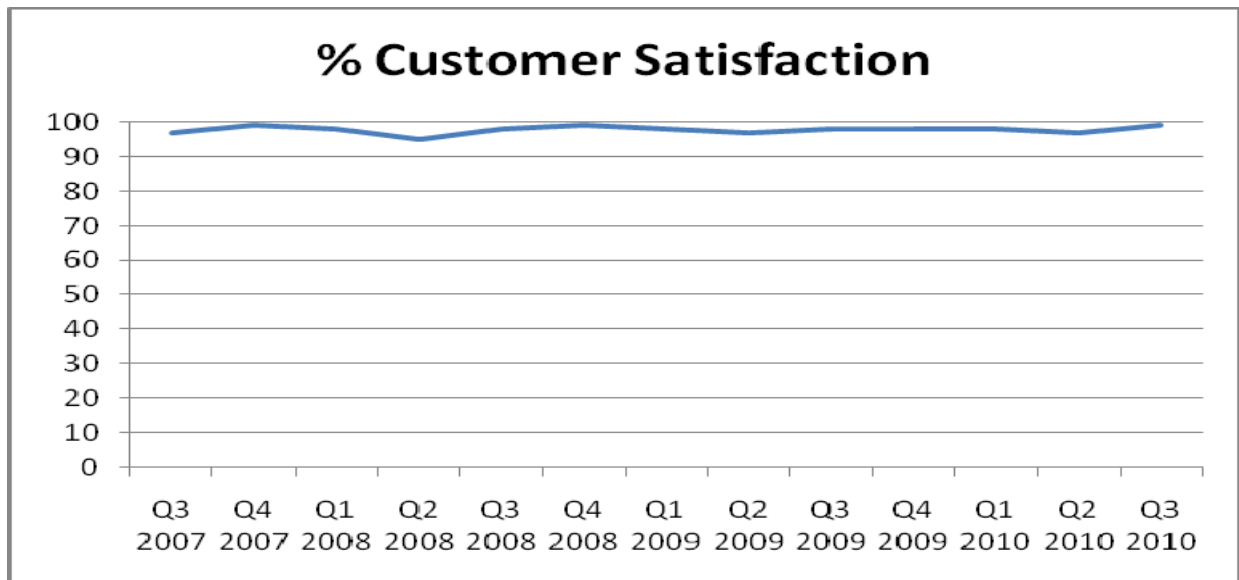
Feedback	Action Required / Taken
Several customers unhappy with threatening, aggressive language used in letters requesting evidence.	Letter has been amended – complaints on this issue will be monitored.
Tax being wasted by sending out too many letters.	The issuing of letters and reminders is a necessary part of the registration process.
Difficult for those with a hearing difficulty to access HQ via front door.	Premises Officer to assess if this can be resolved.
Should open to 6pm once a week to allow people who work to come to office with documentation.	Evening openings have been trialed previously and were unsuccessful – offices open during evenings and weekends prior to elections.
Extend the deadline for late registration prior to an election.	Deadline set in legislation.
Newtownards office difficult to access due to stairs.	Alternative arrangements are available for customers with disabilities.

Insufficient information provided by helpline re. availability of forms prior to the election.	Training of temporary helpline staff to be reviewed prior to next election.
Delay getting ID from Derry/Londonderry office.	Card cannot be issued until applicant's registration application is approved.
Ballymena, Newtownabbey and Derry/Londonderry offices difficult to find.	External and internal signage has been reviewed and found to be adequate.
Registration evidence requirements too stringent.	Evidence requirements are necessary to ensure the accuracy of the electoral register.
Provide transport for the elderly to polling stations.	No budget available for this service but transport can normally be provided on request to political parties.
Insufficient postage on envelope.	Staff to ensure sufficient postage added to envelope.

8 TRENDS

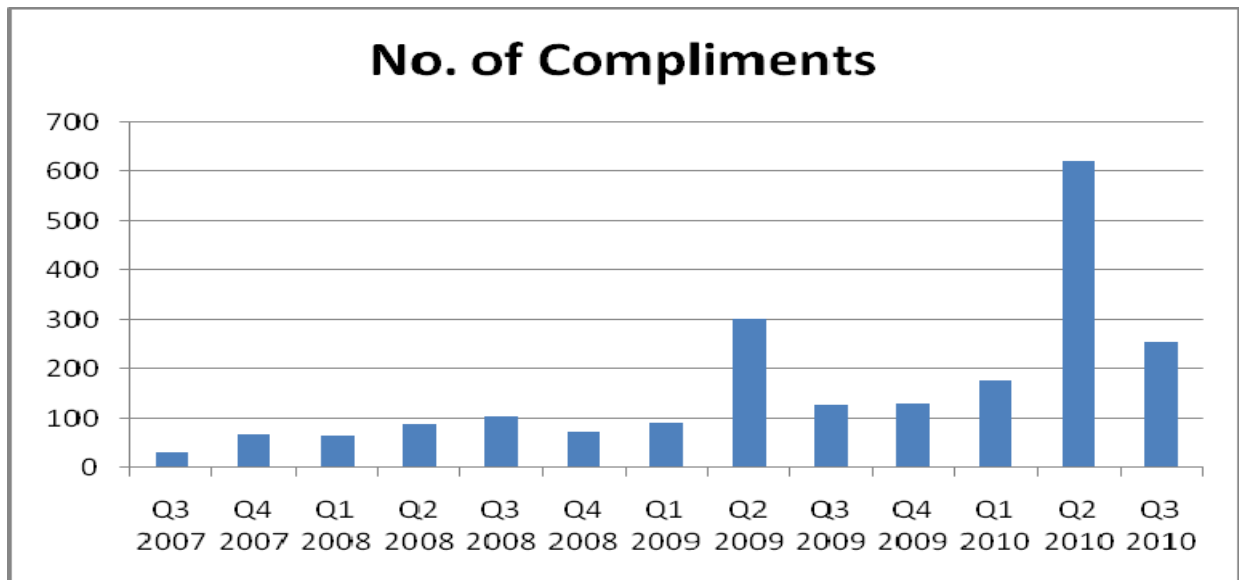
8.1 Overall Customer Satisfaction

Report	% Customer Satisfaction
Q3 2007	97
Q4 2007	99
Q1 2008	98
Q2 2008	95
Q3 2008	98
Q4 2008	99
Q1 2009	98
Q2 2009	97
Q3 2009	98
Q4 2009	98
Q1 2010	98
Q2 2010	97
Q3 2010	99



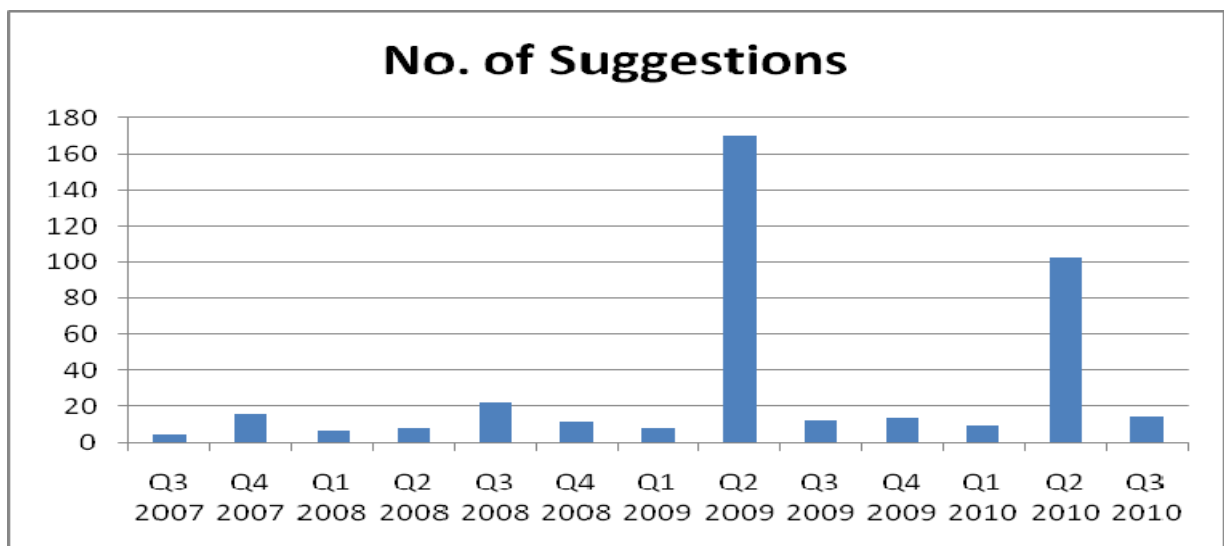
8.2 Compliments

Report	No. of Compliments
Q3 2007	30
Q4 2007	67
Q1 2008	65
Q2 2008	89
Q3 2008	105
Q4 2008	73
Q1 2009	90
Q2 2009	301
Q3 2009	127
Q4 2009	129
Q1 2010	176
Q2 2010	621
Q3 2010	255



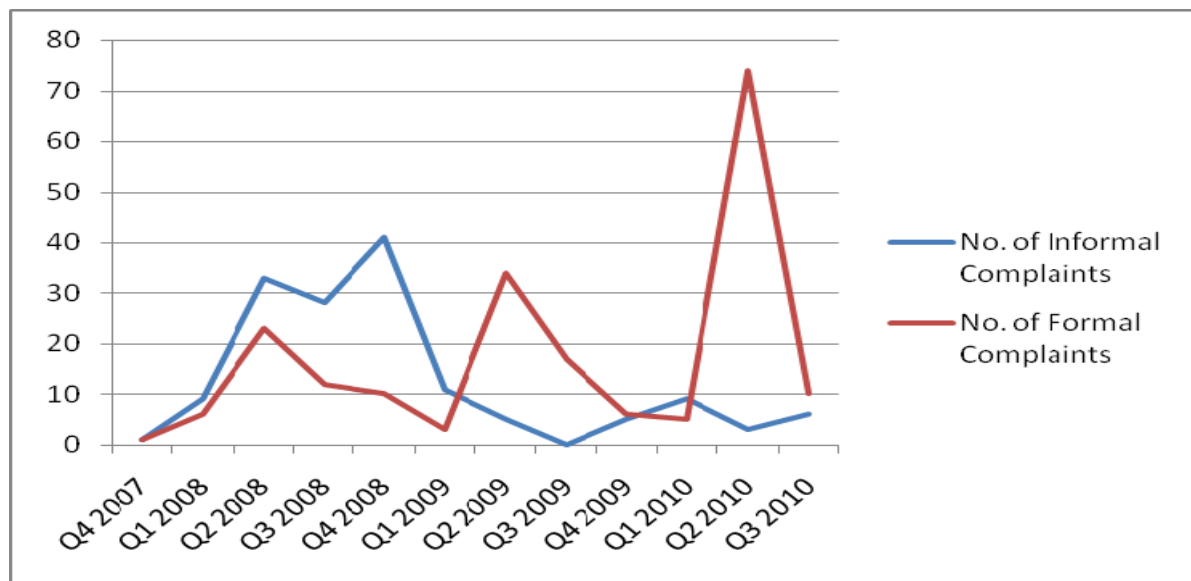
8.3 Suggestions

Report	No. of Suggestions
Q3 2007	5
Q4 2007	16
Q1 2008	7
Q2 2008	8
Q3 2008	23
Q4 2008	12
Q1 2009	8
Q2 2009	170
Q3 2009	13
Q4 2009	14
Q1 2010	10
Q2 2010	103
Q3 2010	15



8.4 Complaints

Report	No. of Informal Complaints	No. of Formal Complaints	Total
Q4 2007	1	1	2
Q1 2008	9	6	15
Q2 2008	33	23	56
Q3 2008	28	12	40
Q4 2008	41	10	51
Q1 2009	11	3	14
Q2 2009	5	34	39
Q3 2009	0	17	17
Q4 2009	5	6	11
Q1 2010	9	5	14
Q2 2010	3	74	77
Q3 2010	6	10	16



8.5 Number of Complaints versus Number of Compliments

Report	No. of Complaints	No. of Compliments
Q4 2007	2	67
Q1 2008	15	65
Q2 2008	56	89
Q3 2008	40	105
Q4 2008	51	73
Q1 2009	14	90
Q2 2009	39	301
Q3 2009	17	127

Q4 2009	11	131
Q1 2010	14	176
Q2 2010	77	621
Q3 2010	16	255

