



















## Customer Service Report

Customer Services Key Performance Indicators						
Outcome & Measure	DoT since last year	DoT since last period	Performance (period)	Target	Actual	Date
LI.COP.002 Website take up service % failure rate				19	0	May 12
Remedial Actions • no issues reported						
Date of comment May 12						
LI.CUS.011a Call Centre Abandonment				4	7.2	May 12
Remedial Actions • Performance has been lower than expected due to lower staffing levels. A change in call centre rota is expected to have immediate results regarding performance in this area						
Date of comment May 12						
LI.CUS.012 Avoidable Contact				17	17	May 12
Remedial Actions • nothing to add						
Date of comment May 12						
LI.PCIU.001 Satisfaction with Complaint Handling				95	100	May 12
Remedial Actions • no comment						
Date of comment May 12						
LI.PCIU.002 % of complaints received that are referred to the ombudsman (LA)				3	0	May 12
Remedial Actions • no comment to make						
Date of comment May 12						
LI.PCIU.004 % of complaints that are referred to the ombudsman that are upheld (LA)				3	0	May 12
Remedial Actions • no comment to make						
Date of comment May 12						