

**Performance against Customer Service Standards  
April 2008 – March 2009**

Standard	Apr to Jun 2008	Jul to Sept 2008	Oct to Dec 2008	Jan to Mar 2009	Apr 08 to Mar 09
1. See visitors within 10 minutes of any pre –arranged appointment times.	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Answer enquiries politely and professionally answering;	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
2. Letters and faxes within 5 working days	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
3. e-mail enquiries within 1 working day	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
4. 80% of telephone calls within 20 seconds	<b>83.7%</b>	<b>84%</b>	<b>90%</b>	<b>89%</b>	<b>86.68%</b>
The following are targets that are not able to be measured;					
5. Provide clear information about our services					
6. Make our services available to everyone					
7. Act on feedback to solve problems and make sure they do not happen again					