

**Performance against Customer Service Standards  
April 2009 – March 2010**

Standard	Apr to Jun 2009	Jul to Sept 2009	Oct to Dec 2009	Jan to Mar 2010	Average for year
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>
2. Answer enquiries politely and professionally; answering 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>86.67%</b>	<b>84.67%</b>	<b>81.33%</b>	<b>78.33%</b>	<b>82.75%</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.					