

You Said, We Did 2017/2018

You Said 'Why do I always have to wait so long before my call is answered?'

We Did 'We continue to work closely with IT to develop our telephony system which has already enabled us to significantly reduce our waiting time with further development and improvements in progress'

You Said 'Why do I have to wait so long before I am able to leave a voicemail message?'

We Did 'We upgraded our telephone system which enables all customers to leave a message at regular intervals whilst they are in the queue, should they wish'

You Said 'I would like to see the CSC complete more enquiries at the first point of contact'

We Did 'Frequent meetings between the CSC and our partners is ongoing which allows scripting and information on the databases to be updated, which allows more enquiries to be dealt with at first point of contact'

You Said 'Please can someone look into changing the hold music?'

We Did 'As part of our new telephone upgrade we have now changed the hold music used'